

Appendix I – Definitions

Word	Definition
Ableism	The practices and dominant attitudes in society that devalue and limit the potential of persons with disabilities. A set of practices and beliefs that assign inferior value (worth) to people who have developmental, emotional, physical or psychiatric disabilities.
Administrative Supervision	Ensuring adherence to agency policy and procedure and clarifying expectations.
Cisgender	Denoting or relating to a person whose sense of personal identity and gender corresponds with their birth gender
Client Initiated Departure	When the client has reached the initial minimum time limit within a shelter program, and it is determined through an impartial review of the client’s time in shelter that they have chosen not to take steps to meet the goals that they identified through the needs assessment process with an advocate; therefore a time extension will not be granted.
Client Program Completion	When a client has ‘completed’ or ‘graduated from’ an advocacy program. This may take days, weeks, or months, and is a survivor led process that will look different for each client. Completion may include finding long-term safe housing, completion of criminal justice procedures, or any other milestone that a client determines as an end to their need for shelter and/or supportive services.
Client Requested Re-housing	When, during the course of receiving services, a client determines or agrees that they would be better served by moving to another shelter or advocacy program. The reasons for this may be related to safety and security, job opportunities, the location of family and other resources, or simply seeking an agency that better fits their needs.
Client/Resident/Survivor/Victim	Although these terms may have slightly different connotations depending on the context in which they are used, in this manual they refer to individuals seeking receiving services from domestic violence shelter agencies. Please note that in practice, people who have experienced domestic violence may have very strong feelings about how they personally identify, some feel empowered by ‘survivor’, some prefer ‘victim’ as it reflects the way their view the violence perpetrated on them, some prefer neither. Advocates should always respect an individual’s choice in how they identify.

Core Services	The eight core services as listed in the shelter standards must be provided for victims of family violence in a family violence program regardless of the victim's immigration status or primary language. Those eight core services are shelter, telephone crisis hotline, referral, counseling for family violence victims, advocacy for family violence victims, transportation arrangements, follow-up, and community education.
Crisis-Oriented	Completely focused on getting through the present while lacking energy and enthusiasm to plan for the future
Cultural awareness	Being open to the idea of changing cultural attitudes, moving past cultural knowledge to integrate understanding.
Cultural competence	Cultural competence acknowledges and validates who people are, and understands that their culture is an intrinsic part of them that affects the ways in which they experience and heal from trauma. The process of becoming culturally competent focuses on aligning policies and procedures with our understanding of the unique communities we serve.
Cultural knowledge	Knowing about some cultural characteristics, history, values, beliefs, and behaviors of another ethnic or cultural group.
Cultural sensitivity	Knowing that differences exist between cultures, but not assigning values to the differences (better or worse, right or wrong).
Educational Supervision	Encouraging and developing skills and reflecting on work.
FVPSA	Family Violence Prevention and Services Act (FVPSA) Reauthorization Legislation, 2010
Gaslighting	A form of manipulation that seeks to sow seeds of doubt in a targeted individual, hoping to make victims question their own memory, perception, and sanity.
Gender Identity	A person's perception of having or belonging to a particular gender, which may or may not correspond with their birth gender
He/She/They	In the creation of this manual, we have attempted to remain gender neutral in our presentation of survivors. Because anyone, across all genders, may experience this violence, we have chosen to refer to survivors primarily with the gender-neutral 'they.' However, you may find that in some cases we speak of female victims and/or male survivors. This is typically in the instance of citing specific, gender-based research or case studies.
HIPAA	The acronym for the Health Insurance Portability and Accountability Act that was passed by Congress in 1996. HIPAA regulations apply to "covered entities", which are

	health plans, health care clearinghouses, and health care providers.
ICE	Immigration and Customs Enforcement
Initial Contact with Survivors	The initial contact is the first interaction that an agency has with a survivor. This could be over the phone or in person. At this interaction, the advocate should gather information about the person's situation and determine what services they need, specifically shelter. The initial contact with a client should not be confused with the term Intake. These are two separate kinds of contact.
Invisible Disabilities	Invisible Disabilities refer to symptoms such as debilitating pain, fatigue, dizziness, cognitive dysfunctions, brain injuries, learning differences and mental health disorders, as well as hearing and vision impairments. These are not always obvious to the onlooker but can limit daily activities, range from mild challenges to severe limitations, and vary from person to person.
Involuntary Termination	When a client has knowingly and deliberately compromised the safety of the shelter program- such as through violence, threats of violence, or bringing a weapon into shelter; or when a client places other residents in danger through a breach of their confidentiality.
LEP	Limited English proficiency (LEP) is a term used in the United States that refers to a person who is not fluent in the English language, often because it is not their native language
LGBTQ+	LGBTQ+ is an acronym for Lesbian, Gay, Bisexual, Trans, Queer/Questioning, and others. It refers to a population of people united by having gender identities or sexual orientations that differ from the heterosexual and cisgender majority.
Mediation	A way of resolving disputes when two people who disagree with each other need a third party to assist in solving the problem. The mediator fills the role of the third party and must remain impartial.
Organizational Culture	Organizations have a "culture" of policies, practices, and procedures that incorporate specific values, beliefs, assumptions, and customs both deliberately and unintentionally. Organizational cultures largely echo mainstream culture, including an embrace of stereotypes, prejudices, and bias.

Organizational Trauma	"Organizational trauma is a collective experience that overwhelms the organization's defensive and protective structures and leaves the entity temporarily vulnerable and helpless or permanently damaged. Traumatic events can be sudden, shocking, and throw the organization into turmoil. Organizational traumatization may also result from repeated damaging actions or the deleterious effects of the nature of an organization's work. " (Organizational Trauma & Healing, by Pat Vivian and Shanna Hormann)
Positive Discipline	A model used by many school systems and parenting experts that focuses on behavior. It is based on the idea that there are no bad children, just good and bad behaviors.
Privacy	The state of being free from unwanted or undue intrusion or disturbance in one's private life or affairs.
Profoundly Disabled	An individual with a disability who has one or more severe physical or mental impairments, which seriously limit their functional capacities (such as mobility, communication, self-care, self-direction, and interpersonal skills) to the extent that they cannot reasonable care for themselves without trained assistance.
Reactionary Rules	Strict rules created out of, and to prevent, unique situations
Role confusion	Children who adopt pseudo-adult roles such as the "caretaker" may have difficulty adjusting when expected to assume the role of child once again.
Service Animal	The ADA defines a service animal as any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability
Sexual Orientation	A person's sexual identity in relation to the gender to which they are attracted; the fact of being heterosexual, homosexual, bisexual, etc..
Shelter/Program/Agency/Organization	These terms are used to refer to domestic violence programs across Tennessee that provide shelter services.
Supportive Supervision	Maintaining coworker relationships, encouraging self-care, and ultimately improving morale and job satisfaction.
Trans	Shortened form of transgender, this form may be preferred by some individuals
Transgender	Denoting or relating to a person whose sense of personal identity and gender does not correspond with their birth gender

Transparency	A key element in creating emotionally and physically safe environments. This includes ensuring that expectations and intentions for shelter living and access to services are clear rather than hidden. Shelters should provide clear and simple information about plans and expectations.
Trauma-Informed	A program, organization, or system that is trauma-informed: a. Realizes the widespread impact of trauma and understands the potential paths for recovery. b. Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system. c. Responds by fully integrating knowledge about trauma into policies, procedures, and practices. d. Seeks to actively resist re-traumatization.
VAWA	The Violence Against Women Reauthorization Act of 2013, which President Obama signed on March 7, 2013, amends the Violence Against Women Act (VAWA) of 1994 by adding a grant condition that prohibits discrimination by recipients of certain Department of Justice funds
VAWA non-discrimination clause	The VAWA non-discrimination clause prohibits LGBTQ+ victims from being turned away from services, like traditional shelters, on the basis of sexual orientation or gender identity. LGBTQ+ survivors of violence experience the same rates of violence as straight individuals; however, they sometimes face discrimination when seeking help and protection.
VOCA	The Victims of Crime Act (VOCA) of 1984
Voluntary Services	Voluntary services, as opposed to mandatory services, means that clients do not need to complete a program or take part in other services as a condition of receiving housing. Services are offered based on each person's specific needs.