

IOWA COALITION AGAINST DOMESTIC VIOLENCE

MEMBER

MANUAL



UPDATED
OCTOBER 2019

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*There is no such thing as a
single-issue struggle
because we do not live
single-issue lives.*

-Audre Lorde

The Iowa Coalition Against Domestic Violence works to eliminate barriers for individuals and communities, alongside those who have or are experiencing violence. We recognize that in addition to physical, psychological, emotional and sexual abuse, survivors are impacted by the actions and attitudes of individuals and systems who perpetuate racism, sexism, xenophobia, and homophobia.

We need your support to take a forward stance. We rely on member dues to sustain our lobbying and programming efforts. In return, ICADV advocates for funding on the state and national level; supports, opposes and proposes legislation that impacts victims of various forms of violence; and provides your program with support, training and technical assistance to help you meet the diverse needs of survivors.

ICADV's membership criteria, dues, and commitment are outlined herein.

Your level of membership is determined by your program designation as a domestic violence program and accompanied by a short application. The application process and dues structure are approved by ICADV's Board of Directors.

The membership period is July 1- June 30. Members participate as outlined in our membership criteria. Affiliate and community members may decide their level of engagement in training and technical assistance requests.

Thank you for joining us in our work.

Sincerely,



Adam Stark
Director of Member Services
adams@icadv.org

Membership Application Link: <http://www.123formbuilder.com/form-2735006/membership-application>

MISSION

The Iowa Coalition Against Domestic Violence seeks to engage all people in a movement to change the social and political systems that perpetuate violence against women. We do this through education, advocacy and quality services.

HISTORY

Incorporated in 1985, the Iowa Coalition Against Domestic Violence (ICADV) is a state level nonprofit organization that has proven its capacity as a state and national resource in responding to the needs of those impacted by violence. Currently, there are 21 direct service domestic violence programs across the state. ICADV staff provide training, counseling, community outreach, program management and technical support for the member programs, professionals and the community. ICADV administers several programs including but not limited to State Certification of Domestic Abuse Programs and Advocates, Training and Technical Assistance, Legal Assistance to Victims, the Skylark Project, the Alice Barton Scholarship Program and Housing and Economic Justice.

LEVELS	QUALIFYING PROGRAMS	*DUES
DESIGNATED	Culturally Specific & Tribal Victim Service Programs Non-Culturally Specific Victim Service Programs Victim Service Shelters	.4% of total budget for Comprehensive Domestic Violence Programs, or .2% for programs providing Comprehensive Sexual Assault Services as member of IowaCASA.
AFFILIATE	Community-based Domestic Violence Programs Non-Profit Organizations	\$250
COMMUNITY	Individuals interested in supporting the Coalition's work.	\$50

*Dues are paid on an annual basis. Members may request reduced or waived dues based on financial hardship by submitting a letter of request to ICADV.

MEMBER BENEFITS

YOU. ME. US. TOGETHER.
BENEFITS OF MEMBERSHIP

CONNECT

- IN-PERSON & ON-SITE TRAINING
- ONLINE LEARNING
- CURRICULUM LIBRARY
- TECHNICAL ASSISTANCE

ENGAGE

- ADVOCATE CERTIFICATION
- STATEWIDE NETWORKING
- DEEP DISCUSSIONS
- PERSONALIZED SUPPORT

TRANSFORM

- HOUSING & ECONOMIC JUSTICE
- LEGISLATIVE ACTION
- ALICE BARTON SCHOLARSHIP PROGRAM
- CREATIVE INTERVENTIONS
- LEGAL ASSISTANCE TO VICTIMS
- TRAINING & DEVELOPMENT

The Iowa Coalition Against Domestic Violence seeks to engage all people in a movement to change the social and political systems that perpetuate violence. We do this through education, advocacy and quality services.

IOWA COALITION AGAINST DOMESTIC VIOLENCE

WWW.ICADV.ORG MEMBER@ICADV.ORG 515-244-8028

IN-PERSON & ON-SITE TRAINING: Participate in training organized and facilitated by ICADV staff at a central location or invite us to your program to facilitate training from our available catalog or request a specific topic.

ONLINE LEARNING: Register in ICADV's online training environment to complete 20-hr Victim Counselor Training or advanced continuing education courses.

CURRICULUM LIBRARY: Browse our library and download training objectives, outlines, activities, power points, and handouts for victim counselor and advanced trainings.

ADVOCATE CERTIFICATION: If you are a volunteer or staff member at a crime victim center you are eligible to apply for Crime Victim Advocate (CVA) certification. The process ensures advocates meet the training requirements outlined in Iowa Code and allows you to assist survivors with the Pro Se process. See the Certification and Training Handbook for more information.

TECHNICAL ASSISTANCE: Designated member programs have a dedicated coalition contact to respond to your individual needs. They will act as a point of contact to connect you with coalition resources. Affiliate/Community members may contact ICADV staff for in-depth information, resources or to ask questions.

DEEP DISCUSSIONS/ROUNDTABLES: Are you interested in diving deep? ICADV staff can facilitate discussions with your staff and/or constituents with a social/racial justice lens to provide an opportunity to explore how our internalized feelings, thoughts and experiences shape our advocacy and impact survivors.

QUARTERLY NETWORKING MEETINGS: ICADV programs meet quarterly to discuss statewide initiatives, program needs, and coalition projects. Meetings are the third Tuesday, Wednesday and Thursday of February, May, August, and November in Des Moines. Dates are subject to change.

LIST SERVE/NEWSLETTER: Access to coalition list serves keep your program informed on changes in the domestic violence movement on the state and national level.

POLICY DEVELOPMENT & ADVOCACY: ICADV's Director of Public Policy works with state and federal lawmakers to advocate and pass legislation that impact survivors of domestic violence.

LEGAL ASSISTANCE TO VICTIMS: ICADV's legal staff is available to provide training and support on no contact & protection orders, immigration remedies, custody and divorce issues, as well as assistance to protect advocate/client privilege.

HOUSING AND ECONOMIC JUSTICE SUPPORT: In collaboration with the All-State Foundation, ICADV's Director of Housing and Economic Justice provides assistance and training to advocates to address housing and economic concerns of their clients. The program includes financial support to program who provide financial literacy courses and a match saving account program to participants.

ALICE BARTON SCHOLARSHIP PROGRAM: The Alice Barton Scholarship Program provides scholarships to survivors of domestic violence throughout the state of Iowa.

*Benefits are determined by your membership level.

DESIGNATED MEMBER COLLABORATION

Members of ICADV's network collaborate with coalition staff to provide survivor driven, trauma informed services and response to violence. They provide shared support and guidance to ensure survivors receive quality, comprehensive services, inform ICADV's legislative agenda and maintain program service standards.

Program representatives are invited to attend quarterly membership meetings, the third Wednesday or Thursday (alternating with IowaCASA) of August, November, February, and May.

As a member, you commit to:

- Support ICADV's Principles of Unity, Mission & Advocate Code of Ethics;
- Foster relationships with peer agencies
- Comply with ICADV's Standards of Service including minimum standards and best practices;
- Attend quarterly meetings;
- Provide support and opportunities for staff/volunteers to receive training as outlined in Iowa code and Iowa's Victim Advocate Certification program.
- Pay annual dues

GOVERNANCE, COMMITTEES & WORKGROUPS

The Leadership Team is made up of six program representatives: two shelter, two domestic abuse comprehensive, and two culturally specific programs and are selected by full member vote every three years.

The ICADV Leadership Team will coordinate with the Leadership Team of the Iowa Coalition Against Sexual Assault to plan joint membership activities as necessary. Additional responsibilities include coordination with the Director of Member Services, set network meeting structure, report information to full membership, track program committees and provide recommendations to the membership for comments and/or approval/non-approval.

Committees and workgroups will be created based on the needs of membership or special projects.

Any recommendations that change or impact ICADV policy, standards, by-laws, public or legal standing must be approved by ICADV's Board of Directors. Recommendations are presented to the Board of Directors based on two-thirds majority vote by the membership present at the time of the vote.

AFFILIATE COMMITMENT

As an Affiliate, you have access to information, training and technical assistance provided by ICADV staff including in-person, online and webinar trainings, listserv and/or newsletters and general technical assistance.

As an Affiliate, you commit to:

- ICADV's principals of unity and mission;
- As a primary purpose victim service program affiliate, you will abide by the ICADV Standards of Service and Code of Ethics.
- Support survivors.

MEMBERSHIP GRIEVANCE PROCEDURE

RECEIVING COMPLAINTS REGARDING MEMBER PROGRAMS

ICADV staff, board of Directors and member programs will request anyone making an oral grievance/complaint about a program to refer the aggrieved/complainant to the written Standards in order to make a determination if the complaint is a violation of Member Standards. Complaints/grievances must be submitted in writing for review. Accommodations may be requested.

GRIEVANCE REVIEW TEAM

All written grievances will be reviewed by a review team consisting of three ICADV staff and the ICADV board Executive Committee. If it is believed that the grievance contains information that may constitute a violation of Member Standards, the team will mail/email a copy of the written complaint to the reported program outlining the Standard violation(s).

MAKING A DETERMINATION OF STANDARDS VIOLATION(S)

The Grievance Review Team has 90 days to review the grievance and submit concerns in writing to Leadership of the cited agency/program. Standard violations in question will be identified in writing.

PROGRAM WRITTEN RESPONSE TO REVIEW TEAM

After receiving the written notice, the program has 30 calendar days to review the concerns and respond in writing to the Review Team. It is appropriate in the written response to provide the additional information regarding particular concerns or a proposal for resolving concerns, including a time-line.

UNFOUNDED STANDARD VIOLATION(S)

If it is determined that there is no standard violation(s) in the grievance, the review team can choose to take no further action or may contact the aggrieved to recommend that they use the local agency's grievance procedure to address their concern(s). This process does not address personnel related matters that do not rise to the level of a standard violation.

UNFOUNDED OR RESOLVED DETERMINATION

If, after receiving the written response, the review team is sufficiently satisfied that the concerns are not of any merit or will be adequately addressed by the program, a letter will be sent to the program notifying the program that their Membership status is in good standing.

FOUNDED OR UNRESOLVED DETERMINATION

If, after receiving the written response, the Review Team is not sufficiently satisfied that there is adequate resolution, they may provide the program leadership a 20-day notice of a corrective action review meeting.

CORRECTIVE ACTION REVIEW MEETING

At this meeting, the review team will present a plan detailing what the program must do and a timeline for completion to maintain ICADV Membership. The program may be allowed to present additional

information on their behalf at this time.

TERMINATION OF MEMBERSHIP

If the program does not complete the assigned tasks within the timeframe given in order to remedy the non-compliance issue(s), the Review Team will send a letter of non-compliance to ICADV board of Directors for review and determination of the termination of ICADV Membership.

APPEAL TO THE ICADV BOARD OF DIRECTORS

The program has 30 days to appeal the termination decision in writing to the ICADV board chair. Upon receipt of the written appeal, the board of Directors will meet with program staff to hear their appeal at the next regularly scheduled board meeting. The board will then have 30 days to notify the program of their decision. The program's membership status will remain in good standing pending the board appeal.

QUESTIONS OF CLARIFICATION

Programs are encouraged to contact the executive committee chair at any time during this process if they require clarification.

Issues of non-compliance reviewed by the Review Team:

1. To make a determination related to written grievances citing program membership standard violation(s).
2. Program staff are in non-compliance with certification requirements.

CODE OF ETHICS

- I. **Victim Counselors/Certified Advocates have an ethical responsibility to adults and youth who seek their assistance.**
 - A. **Victim Counselors/Certified Advocates will be competent.**
 1. Victim Counselors/Certified Advocates complete a standardized training to receive and maintain certification and will have both general and specific knowledge of the fields of sexual assault and domestic violence.
 2. The designation of Certified Advocate will only apply to those who currently work at or volunteer for an IowaCASA and/or ICADV member program under supervision.
 3. Victim Counselors/Certified Advocates will maintain up-to-date knowledge on services and skills for sexual assault and/or domestic violence services.
 4. Victim Counselors/Certified Advocates will not operate outside the limits of their competence but make referrals or consultations in those areas. Victim Counselors/Certified Advocates will seek advice and counsel from colleagues and supervisors whenever such consultation is in the best interest of clients.
 5. Victim Counselors/Certified Advocates will understand how cultural and social norms lead to and condone sexual violence/domestic violence and how those norms impact individuals.
 - B. **Victim Counselors/Certified Advocates will protect the client's confidentiality within clearly defined limits. These limits will be explained to all clients as follows:**
 1. Written, informed, time-limited specific consent may be given by the client to the Certified Advocate to obtain services on her or his behalf from other service providers.
 2. The client will be informed if confidentiality cannot be maintained in the following situations:
 - a. When a dependent adult¹ or child² has been abused, exploited, or neglected.
 - b. Victim Counselors/Certified Advocates should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that Victim Counselors/Certified Advocates will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other

¹ A dependent adult is defined as a person eighteen years of age or older who is unable to protect the person's own interests or unable to adequately perform or obtain services necessary to meet essential human needs, as a result of a physical or mental condition which requires assistance from another, or as defined by department rule, Iowa Code § 235B.2 (2011).

² A child is defined in Iowa Code § 232.68 (2011) as any person under the age of 18 years.

identifiable person. In all instances, Victim Counselors/Certified Advocates should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

3. The client will be informed that confidentiality shall not be maintained when a judge issues a court order for specific information in certain circumstances.
 4. Clients make final determination about whether or not to release information. When a request for disclosure of information is made by a client, the Certified Advocate will discuss the potential positive and negative consequences with the client prior to releasing that information. Under no circumstances will the Certified Advocate make the final determination on a release of information.
 5. The Certified Advocate will preserve the confidentiality of information provided by the person served or acquired from other sources during and after the course of the professional relationship.
 6. Clients have the right to remain anonymous.
 7. Clients have the right to refuse all or part of services to protect their anonymity.
- C. Victim Counselors/Certified Advocates will inform clients of the following:
1. The array of services offered by the project.
 2. The qualifications of the Certified Advocate.
 3. The agency's grievance procedure.
 4. The obligation to report child abuse to the Department of Human Services if the Certified Advocate is a mandatory reporter under Iowa law for a licensure or if deemed so by her or his agency. Victim Counselors/Certified Advocates are not specifically defined as a mandatory reporter under Iowa law. Clients shall be made aware of any mandatory reporters prior to receiving services.
 5. The nature and limits of confidentiality and how these are differentiated by the type of release.
- D. Victim Counselors/Certified Advocates will work to increase victim safety; will respect the authority and autonomy of the adult victim to direct her or his own life; and will hold the perpetrator, not the victim, responsible for the assault.
1. Victim Counselors/Certified Advocates will accept what a client tells them about the assault, withholding opinion or judgment.
 2. Victim Counselors/Certified Advocates will treat the client with respect and honesty in both verbal and nonverbal communication.
 3. Victim Counselors/Certified Advocates will share knowledge they have with clients as it

pertains to the client's situation. This may include the dynamics of sexual assault, domestic violence, short and long-term effects of assault/abuse, options for reporting the assault/abuse if desired, medical and counseling options, housing options, the social and political issues that contribute to the continuance of sexual assault/domestic violence, and any other options as dictated by the client's specific situation.

4. Victim Counselors/Certified Advocates who anticipate they will terminate or interrupt services to clients should notify those individuals promptly and work with the client to transition out of services in a respectful manner. Victim Counselors/Certified Advocates will facilitate the transfer, referral, or termination of service in relation to the client's needs and preferences.
 5. Victim Counselors/Certified Advocates should withdraw services abruptly only under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects. Victim Counselors/Certified Advocates must consult with their supervisor about any perceived need for abrupt termination of services.
- E.* Victim Counselors/Certified Advocates will fairly distribute time, goods and services among all clients. Victim Counselors/Certified Advocates will not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of sex, race, color, age, sexual orientation, religion, national origin, political beliefs, marital status, mental or physical ability, economic, gender non-conforming, or any other discriminatory basis.
1. Victim Counselors/Certified Advocates will have knowledge of and respect for diverse backgrounds and life realities of clients.
 2. Should one client's need conflict with another client's need, Victim Counselors/Certified Advocates will act with regard to one client only after promptly referring the other to another qualified service provider, who will, in consultation with their supervisor, determine the best way to provide ethical and respectful services to both clients. This may include providing services to both clients or referring one client to another IowaCASA and/or ICADV member program or other qualified service provider.
- F.* Victim Counselors/Certified Advocates will delineate between work and social relationships and will be aware of the inherent privilege and power differences. The Certified Advocate will never exploit relationships with clients for personal advantage.
1. Prior and/or present social or business relationships with clients require special consideration. Victim Counselors/Certified Advocates will consult with their supervisor about respectful and ethical service provision and, if desired, the coalition when there is a dual relationship with a client.
 2. Creating personal relationships between a Certified Advocate and a client after receiving services is always inappropriate. Sexual/romantic relationships with current or former clients is a crime under Iowa Code Chapter 709.15.
 3. Provision of services to family or friends is prohibited. Family and friends should be

referred to another service provider within the agency or another IowaCASA and/or ICADV member program. If services are to be provided by the same agency, the agency will create special confidentiality boundaries between the client and their loved one.

II. The Certified Advocate has an ethical responsibility to keep records.

- A. Victim Counselors/Certified Advocates will keep records documenting services provided in accordance with state and federal guidelines.
- B. Victim Counselors/Certified Advocates will record statistical and factual information, not opinions, speculations, or conclusions. Under no circumstances shall a Certified Advocate make a mental or physical health diagnosis.
- C. Victim Counselors/Certified Advocates will allow clients access to their own records, including copies if requested. Victim Counselors/Certified Advocates will inform clients of the importance of protecting written records.

III. Victim Counselors/Certified Advocates have an ethical responsibility to themselves.

- A. Victim Counselors/Certified Advocates with education, training and experience have the right to be called professionals and to be treated professionally.
- B. Victim Counselors/Certified Advocates have an obligation to join with other professionals to promote and support recognition and fair treatment of the profession.
- C. Victim Counselors/Certified Advocates will see to their own empowerment and nurturing.
- D. Victim Counselors/Certified Advocates will recognize when personal circumstances may compromise professional abilities, performance, or judgment and will take steps to resolve those issues.
- E. Victim Counselors/Certified Advocates will avoid relationships or commitments that conflict with the interests of the individuals they serve or the agency for whom they work.

IV. Victim Counselors/Certified Advocates have an ethical responsibility in relationships with employers, colleagues, and the public.

- A. Victim Counselors/Certified Advocates will adhere to the policies and procedures of their employers.
- B. Victim Counselors/Certified Advocates will treat colleagues and other professionals in such a way as to promote mutual respect, public confidence, and improvement of service.
- C. Victim Counselors/Certified Advocates should not assume professional responsibility for the clients of another agency or a colleague without proper communication with that agency or colleague within the bounds required by confidentiality.
- D. Victim Counselors/Certified Advocates must clearly distinguish in public statements their personal views from positions adopted by organizations for which they work or are members.

- E. Victim Counselors/Certified Advocates will not reveal the name or other identifying information about a client to other colleagues or the public without a written informed consent release from the survivor or the legal requirements to do so. Victim Counselors/Certified Advocates should be aware that it can be very easy to identify a client with even seemingly minor identifying information, particularly in small communities and rural areas.
- F. Victim Counselors/Certified Advocates will report to their supervisor and/or IowaCASA and/or ICADV any conflict of interest that prevents themselves or a colleague from being able to provide ethical services, work cooperatively with colleagues or allied professionals, or be impartial in the treatment of any client.
- G. Certified Advocates will report violations of the Code of Ethics by fellow Certified Advocates to the Leadership Team in a timely manner.