For the purpose of our project and our ongoing work together, we believe it is important to create a common understanding of some of the frequently used terms in the domestic violence, legal, and mental health professions by defining them in this glossary. We have also defined terms that are less common, yet still relevant to our collaborative work.

**Ableism**
Discrimination against individuals who have a disability. The creation and perpetuation of societal structures and institutions with the assumption that everyone is able bodied. Also used to refer to the belief that those who have a disability are somehow inferior.

**Accessibility**
Usability or ease of access by as diverse a group of people as possible. Types of accessibility include attitudinal, financial, and physical accessibility, as well as accessibility related to communication. Attitudinal accessibility refers to providing services in a manner that is open, welcoming and culturally appropriate. Financial accessibility refers to providing affordable services and may include issues of transportation and childcare availability. Physical accessibility refers to ease of getting to, entering, and moving around the space where services are provided. Accessibility related to communication refers to ensuring that as diverse a group of people as possible can communicate with service providers. This may mean providing written materials in multiple formats (e.g., large print) and offering interpreter services.

**Advocacy-Based Counseling**
According to the Washington Administrative Code, Advocacy-Based Counseling means the involvement of a service recipient with an advocate counselor in an individual, family or group session with the primary focus on safety planning and on empowerment of the service recipient through reinforcing the service recipient’s right and ability to make choices for themselves. Advocacy-Based Counseling uses non-victim blaming problem-solving methods that include:
1. Identifying the barriers to safety;
2. Developing safety checking and planning skills;
3. Clarifying issues;
4. Providing options;
5. Solving problems;
6. Increasing self-esteem and self-awareness; and
7. Improving and implementing skills in decision-making, parenting, self-help, and self-care.

**Advocates, Community-Based**
Community-based advocates work at non-profit domestic violence organizations. They provide advocacy-based counseling for survivors of domestic violence, which includes
crisis intervention, safety planning, emotional support, linkages to other service providers, and assistance understanding and navigating civil and criminal legal systems. Some community-based advocates work with adults while others specialize in providing advocacy and support to children and/or teens. Many advocates facilitate support groups as well. Community-based advocates differ from domestic violence advocates who work in courts, police departments or prosecutors’ offices (often referred to as “court-based” or “systems-based” advocates.) Unlike advocates working for the legal system, community-based advocates have confidentiality protections and can work with survivors on a range of issues.

There are multiple types of community-based advocates. These include:

**Children’s Advocates**
Children’s advocates provide services that typically include childcare, homework assistance, outings, emotional support, education and coping skill development. Children’s advocates also often provide parenting support (both individually and through a structured group curriculum) to survivors with children and assist children with accessing other services.

**Community Advocates**
Community advocates work with survivors of domestic violence who are living in the community (not in the organization’s residential program, if it has one.) In addition to providing direct service, community advocates typically conduct outreach, provide trainings for the community, and work for systems change.

**Legal Advocates**
Legal advocates help survivors of domestic violence understand and navigate civil and criminal legal systems. They do not provide legal advice, but they do offer information and referrals for legal services. Some legal advocates accompany survivors to court or legal appointments.

**Shelter Advocates**
Shelter Advocates work with survivors of domestic violence living in emergency shelter programs (short term, emergency, confidentially located, communal living facilities or individual apartments.) In addition to providing the advocacy-based counseling services described above, they typically screen potential shelter residents, conduct shelter intakes, and help survivors obtain transitional, permanent or other housing arrangements. Usually shelter advocates provide these services while also addressing issues related to the facility, housekeeping, food, etc.
**Transitional Housing Advocates**

Transitional Housing Advocates work with survivors of domestic violence living in transitional housing programs (long-term, confidentially located facilities where individuals and families typically live in their own units for 1-2 years.) They provide similar services to shelter advocates, but work with survivors over a significantly longer period of time.

**Advocates, System-Based**

System-based advocates work in courts, police departments, prosecutors’ offices, or other settings associated with the legal system. They assist people who are victims in criminal cases or who petition for protection orders. Their services are generally available only during the duration of the criminal case or protection order proceedings, and the scope of their assistance is more limited than that of most community-based advocates. System-Based Advocates do not have privilege and have more limits to their ability to keep things confidential than community-based advocates. For example, a system-based advocate may be required to share information with the prosecutor in a criminal case.

**Affectional Orientation**

Affectional orientation (or romantic orientation) is used both alternatively and side-by-side with sexual orientation. It is based on the perspective that sexual attraction is but a single component of a larger dynamic. To holders of this view, one’s orientation is defined by whom one is predisposed to fall in love with, whether or not one desires that person sexually. (Adapted from [www.princeton.edu/~achaney/tmve/wiki100k/docs/Affectional_orientation.html](http://www.princeton.edu/~achaney/tmve/wiki100k/docs/Affectional_orientation.html))

**Ageism**

Biased attitudes towards older people, old age, and the aging process; discriminatory practices against older people; and institutional practices and policies that perpetuate stereotypes about older people.

**Audism**

Discrimination toward people who are Deaf. The creation and perpetuation of societal structures and institutions that maintain divisions and distribute power and privilege based on auditory function (hearing.) Inherent within audism is the belief that people who are Deaf are somehow inferior to people who can hear.

**Basecamp**

The file sharing website that the Domestic Violence and Mental Health Collaboration Project utilizes to share information between the participating partner agencies.
**Binary Gender System**
Gender is viewed in terms of male and female only to the exclusion of people who are gender variant.

**Case Management**
The method of providing services where a professional assesses the needs of the service recipient and the service recipient’s family, when appropriate, and arranges, coordinates, monitors, evaluates, and advocates for a package of multiple services to meet the specific service recipient’s complex needs. This may include linking the service recipient with systems that provide needed services, resources, and opportunities. The primary goal of case management is to optimize service recipient functioning by providing quality services in the most efficient and effective manner to individuals with multiple complex needs. This also involves enhancing developmental, problem-solving, and coping capacities of service recipients. (Adapted from the collaboration charter of the Open Door Initiative of Lancaster County, NE)

**Case Manager**
Case managers in community mental health organizations assess the needs of the service recipient and the service recipient’s family, when appropriate, and arrange, coordinate, monitor, evaluate, and advocate for a package of services to meet those needs. Case managers may develop a therapeutic relationship with the service recipient as part of their work to restore or maintain the service recipient’s independent functioning to the fullest extent possible. Some clinicians provide case management for their service recipients. (Adapted from the National Association of Social Workers’ Standards for Social Work Case Management)

**Cisgendered**
Individuals who identify with the gender they were assigned at birth (i.e., not transgendered)

**Clinician**
Clinicians are mental health service providers who conduct individual, couples, group, and/or family therapy and counseling sessions. Some clinicians also provide case management for their service recipients.

**Collaboration**
A working partnership between organizations for the purpose of accomplishing common goals. Partners all have a stake in the success of the collaboration and have a high level of interactivity. The partnership includes the sharing of information, resources and effort, as well as sharing the benefits of achieving the goals.
**Competency**
Competency is being well qualified for one’s specific role and having the necessary skills, knowledge and abilities to provide quality services. The ability to provide culturally appropriate services is an essential component of basic competency.

Competency also means knowing one’s limitations and how to obtain consultation when needed, knowing when it is necessary to refer someone elsewhere for assistance and when it is most helpful to provide the assistance yourself or in collaboration with someone else. Experience and advanced training can lead to providers having more sophisticated levels of competency.

**Coordinated Care**
The process of getting all service providers in communication to extend comprehensive care to service recipients. This is sometimes referred to as wrap-around services. Of course, best practice is to provide coordinated care only when this is desired by the service recipient.

**Cultural Identity**
A fluid concept of personal and group identity based on shared experiences and commonalities relating to a wide variety of cultural factors. These include age, class, disability, education, ethnicity, gender expression, geographic location, immigration status, language, national origin, politics, profession, race, religion, sexual identity, and spirituality. Every person has a cultural identity.

**Disabilities**
According to the World Health Organization, disability is not something that a person has but, instead, something that occurs outside of the person. Disability occurs in the interaction between a person, his or her functional ability, and the environment. Environments can be physical, communication, information, social, and/or policy settings.

This definition helps us to understand that disability is a matter of degree: one is more or less disabled based on the intersection between his/herself, his/her functional abilities, and the many types of environments with which s/he interacts. Moreover, the experience of disability can be minimized by designing environments to accommodate varying functional abilities and providing individualized solutions when needed. (From the Accessing Safety Initiative Website)

**Dissolution**
Dissolution is the term Washington State uses to describe the legal action to end a marriage or domestic partnership (commonly known as divorce). As part of a marital
dissolution, the court can divide property and debts, award maintenance to one spouse (also known as alimony), enter orders restricting one spouse’s contact with the other spouse or the children, change the name(s) of the parties, and, if there are children, enter a parenting plan and order child support for them. Dissolutions can be contested (when the parties do not agree on property/debt distribution, parenting plans, and child support) or uncontested (when the parties agree.)

**Domestic Violence**
Domestic violence is a pattern of assaultive and coercive behaviors that an adult or adolescent uses to gain and maintain power and control over an intimate partner. The behaviors can be physical, sexual, psychological, and/or economic. Domestic Violence is a learned pattern of behaviors.

Intimate partners include people who are currently or formerly in dating, sexual, marital, or domestic partner relationships or who otherwise define themselves as being in an intimate relationship.

This behavioral definition differs from the legal definition of domestic violence in Washington State (RCW26.50 and RCW 10.99). For the purposes of our collaborative project, assume that when we use the term “domestic violence” we are referring to the behavioral definition.

**Empowerment**
The process by which individuals obtain the necessary support, information, and feedback for accessing their personal power. Empowerment is an active process that includes gaining the skills and confidence to exercise power in one’s life. (Adapted from the collaboration charter of the Pennsylvania collaborative)

**Ex Parte**
A Latin phrase meaning “on one side only.” The term is used to refer to judicial proceedings where only one party is present. Typically, judicial proceedings can only take place when both parties have been given adequate notice. An example of when ex parte hearings are allowed is situations where there could be imminent or irreparable harm if the hearing is delayed (e.g., temporary hearings for protection orders.)

*Ex parte* is also used to refer to communication with a person who has an attorney when the attorney is not present.

**Family Court Services**
Family Court Services is a program of King County Superior Court. The program is staffed by social workers who have specialized training in family law matters. These social
workers assist the court by collecting and providing relevant information regarding the family that will promote an outcome which benefits the children and the family as a whole. Family Court Services also assists the court in identifying risk factors that require consideration so that steps can be taken to ensure the safety of the children. In addition, the services provided by Family Court Services help parents understand how separation, divorce, and ongoing parental conflict impact their minor children, and works to protect the interests of these children. FCS gets involved with family law cases when there is a contested parenting plan, or an indication that there is a dispute related to parenting, or when a referral is made by a commissioner or a judge. (from the King County Court website)

**Family Law CASA’s (Court Appointed Special Advocates)**

Family Law CASA’s are volunteers who are appointed to investigate custody and visitation disputes in family law cases and to report on the best interests of the children involved. CASA’s have a variety of backgrounds (there are no particular education requirements to serve as a CASA) and undergo a Washington State mandated 21-hour training. CASA’s are also required to have 10 hours of continuing education related to their work each year.

**Gender Identity**

Gender identity involves all the ways individuals experience themselves as being female, male or something else. This is impacted by the biological sex one is born to, as well as by social norms and expectations. For many, their sense of gender is consistent with the ideal of the sex they were born with. For others, their sense of gender may be different than these ideals or a combination of a wide range of possibilities. (This definition was adapted from *Lesbian, Gay, Bisexual and Trans (LGBT) Communities and Domestic Violence: Information and Resources* (2007) by the National Resource Center on Domestic Violence.)

**Guardians Ad Litem (GAL’s)**

In family law proceedings, a guardian ad litem is a professional appointed by the court to represent the best interests of the child. Under the direction of the court, a GAL performs an investigation and prepares a report documenting their findings and recommendations regarding the parenting plan and services needed by the family. In Washington GAL’s must have a graduate degree in law, social work, psychology, nursing, counseling, medicine or equivalent field plus WA State certification or licensure in their respective profession, if applicable (e.g., social worker, MH therapist, marriage/family counselor, psychologist, nurse or physician) plus 2 years’ experience for MD’s/doctorate or 5 years for masters level in providing counseling/psychotherapy to children, adolescents, and/or families. All must participate in a 3-day GAL training program.
**Heterocentric**
People who are heterocentric view the world through a strictly heterosexual lens to the exclusion of non-heterosexual perspectives.

**Heterosexism**
Discrimination against people who are not or do not appear to be heterosexual. The existence of societal structures and institutions that maintain the assumption that all people are heterosexual and provide privilege and benefits to those who identify as heterosexual.

**Homophobia**
Fear of and/or hostility toward people who are or who appear to be bisexual, gay, lesbian, queer or trans. This term is sometimes used interchangeably with the term heterosexism.

**Intersex**
Intersex is a general term used for a variety of conditions in which a person is born with a chromosomal, genital, and/or gonadal makeup that differs from the typical definitions of female or male. Intersexuality has existed throughout time and has been recognized by many cultures. However, currently there is limited awareness about the prevalence of intersexuality. This can be attributed to the prevailing medical attitude that intersexuality should be concealed rather than accepted as normal part of human diversity. Many intersex people undergo medical procedures during infancy and early childhood in an effort to assign them a clear sex, a process that is seen as unnecessary and quite damaging by growing numbers.

**Intimate Partner Sexual Violence**
Intimate Partner Sexual Violence is when a person forces, coerces, and/or manipulates their intimate partner (spouse, boy/girlfriend, person they are dating, etc.) into unwanted sexual contact or activity, particularly when this is done with the purpose of establishing or maintaining coercive control over their partner. (Adapted from the Washington Coalition of Sexual Assault Programs)

**LGBTQI**
An acronym that stands for Lesbian, Gay, Bisexual, Transgender, Queer, and Intersex

**Medicaid**
Medicaid is a U.S. health insurance program that provides care to qualifying people who cannot pay for their own medical expenses. Medicaid is jointly funded by the federal government and the state and is administered by the state. In general, Medicaid covers low-income people, children, people with disabilities, the elderly, pregnant women
living under the federal poverty level, and those who are eligible to receive federal income assistance.

**Medical Necessity**
Medicaid recipients are eligible for medically necessary mental health services at no cost. For mental health services to be considered medically necessary the individual must be determined to have a mental illness covered by Washington State for public mental health services. The individual's impairment(s) and corresponding need(s) must be the result of a mental illness. The intervention must be deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning. Any person needing mental health crisis services is eligible to receive them.

**Mental Health / Mental Illness**
“Mental health” and “mental illness” are not polar opposites, but rather points on a continuum. Mental health is a state of successful performance of mental function, resulting in productive activities, fulfilling relationships with other people, and the ability to adapt to change and to cope with adversity. Mental health is indispensable to personal well-being, family and interpersonal relationships, and contribution to community or society... What it means to be mentally healthy is subject to many different interpretations that are rooted in value judgments that may vary across cultures. (From Mental Health: A Report of the Surgeon General)

**Mental Health Counseling**
Mental health counseling is professional services that address emotional problems and problematic behaviors. Counselors apply principles of psychotherapy, human development, learning theory, and group dynamics. Counselors work with individuals, couples, families, and groups to help them achieve mental health, deal with normal problems of living, and to treat mental illness.

**Mental Health Diagnosis**
A mental health diagnosis is a conclusion reached about the nature of an individual’s mental health. In the United States, the Diagnostic and Statistical Manual of Mental Disorders (DSM) is typically utilized to make this socially-constructed determination. The DSM lists the criteria for mental health disorders. An individual’s functioning and symptoms (including duration and severity) are used to select a diagnosis.

The three primary reasons for mental health diagnoses are: funding, treatment, and communication. For example, many funding sources (Medicaid, insurance, etc.) require a diagnosis in order to authorize treatment. Without a diagnosis a person might not qualify to have treatment covered by insurance. Diagnoses assist mental health service providers in determining appropriate treatment options. Diagnoses also provide a
common language for mental health service providers to consult with each other and for people with mental health concerns to better understand their experiences. However, a diagnosis alone tells us very little about the specific experiences of an individual, their abilities, or their needs.

**Mental Health Evaluation**
Mental health evaluations may be ordered as part of a parenting evaluation for the purpose of determining what is in the best interests of the child. Mental illness is a potential limiting factor for residential time and decision-making in parenting plans. According to Washington State statutes, mental illness is only a limiting factor if it is long-term and it also interferes with parenting. The court may order a mental health evaluation or a parenting evaluator may recommend a mental health evaluation in order to determine if there should be a parenting plan restriction. The parenting evaluator may conduct the mental health evaluation, if their profession and expertise enables them to do so, or another professional may conduct it.

Typically, a mental health evaluation includes a review of mental health and substance abuse treatment records, if any, and an interview with the person being evaluated. Psychological tests are often administered as part of court-ordered mental health evaluations despite their lack of applicability to parenting. The parenting evaluator will consider the results of the mental health evaluation when making recommendations to the court about the parenting plan and any needed services.

**Mindfulness**
Mindfulness is the intention to pay attention to each and every moment of our life, non-judgmentally. Key aspects of mindfulness include purposeful action, focused attention, being grounded in the current experience, and a sense of curiosity. (Adapted from the Center for Mindfulness at the University of Massachusetts Medical School)

**Mindfulness Based Stress Reduction**
Mindfulness-Based Stress Reduction (MBSR) is an 8-week psychoeducational experiential learning program based on the core principle of mindfulness. The class combines mindfulness practices, group sharing of experience with practice, and exploration of topics such as mindfulness, stress, and communication. In addition, participants engage in daily practice between classes and in one full day of practice to foster the development of the habit of mindfulness. (Adapted from the Center for Mindfulness at the University of Massachusetts Medical School)
**Oppression**
A system of exploitation, and imbalance of power and control, in which one social group benefits over another. Oppressed groups are often made to feel invisible, devalued, disempowered, unimportant, and “abnormal,” and are systematically denied legal rights and economic, political, and cultural access and privilege given to and maintained by groups with greater power within an oppressive system. (From Gender Terms: Words We Speak, Words We Tweak by T. Aaron Hans)

**Parental Alienation**
Parental alienation, a term coined by psychiatrist Richard Gardner, has caused a tremendous amount of harm to survivors of domestic violence working to protect themselves and their children from further abuse.

Twenty years ago, Richard Gardner defined Parental Alienation Syndrome (PAS) as "a disorder that arises primarily in the context of child custody disputes. Its primary manifestation is the child's campaign of denigration against a parent, a campaign that has no justification. It results from the combination of a programming (brainwashing) parent's indoctrinations and the child's own contributions to the vilification of the target parent."

The concept of parental alienation has no scientific merit and its use in the courts has been denounced by several professional organizations including the American Bar Association, American Prosecutors Research Institute, National Council of Juvenile and Family Court Judges, and National District Attorneys Association.

The concept of parental alienation has not been endorsed by any professional organization. For a theory to have scientific merit, it needs to be subjected to the rigorous process of peer review, whereby professionals in the field evaluate it in order to maintain the integrity and quality of work in that field. It is notable that Dr. Gardner did not subject his theory to the peer review process and instead self-published most of his work.

**Parenting Evaluation**
In order to decide on parenting plan arrangements, the court may order an investigation or evaluation to determine the best interests of the child or children involved. An evaluator may be appointed by the court or by request of one of the involved parties. In King County, the evaluator may be an employee of Family Court Services, a volunteer from the Family Law Court Appointed Special Advocate (CASA) program, or an independent Guardian ad Litem (GAL) or private parenting evaluator. The scope of the parenting evaluation is determined by the court. It typically involves interviewing both
parents, relevant professionals (e.g., school personnel), and collateral witnesses, as well as observing parent-child interactions, and review of relevant records (e.g., criminal and medical records).

**Parenting Plan**
A Parenting Plan is the legal term used to describe the document that specifies residential arrangements for minor children (commonly referred to as custody). A Parenting Plan describes the rights and responsibilities of both parents regarding their children. Along with allocating time between parents, a Parenting Plan also provides for decision-making authority and dispute resolution process. In entering a Parenting Plan, the *best interests of the child* is the standard by which the court determines and allocates the parties' parental responsibilities. After the entry of the final Parenting Plan, it can be modified only under limited circumstances.

**People First Language**
A method of communicating that emphasizes people over disabilities. As the term implies, People First Language puts the person first and the disability second. For example, someone using People First Language would say “person with a disability” rather than “disabled person.” The intent of People First Language is to promote respect and dignity.

**Petitioner**
The petitioner is the person who first files a legal case or files for a protection order.

**Private Parenting Evaluator**
The court may appoint private parenting evaluators instead of using Family Court Services or CASA volunteers. Private evaluators may be mental health professionals (such as psychologists, social workers or counselors) or other professionals such as MDs. Their role is to assess how well parents meet the child's needs and their evaluations are used by the courts to make decisions about parenting plans in family law proceedings.

**Pro Se**
A Latin phrase meaning “for oneself” or “on one’s own behalf.” The term is used to refer to someone who represents her/himself in court without an attorney.

**Protection Order**
A protection order is a civil court order that can grant protections to a petitioner from an abusive respondent. A protection order can order a respondent to end contact, stay away, and stop hurting, harassing, and/or stalking a petitioner and/or their minor children. It can grant the petitioner temporary custody of children and pets, set up a
visitation schedule with the respondent, and grant the petitioner use of essential personal effects. Violations of protection orders can result in criminal penalties.

**Queer**
Queer is an umbrella term used for sexual and gender minorities who are not heterosexual. Since the 1980’s the term has been increasingly reclaimed and popularized by LGBTQI communities as a positive, inclusive term of self-identification. However, as the term queer was historically used as a slur against those perceived to be part of LGBTQI communities, its positive use is therefore typically limited to people who self-identify as queer or who are allies to those who do.

**Racism**
The existence of societal structures and institutions that maintain divisions and distribute power and privilege based on the false concept of race. Inherent within racism is the belief that people who are white are superior to people of color.

**Reciprocal Consultation**
Domestic violence, chemical dependency, and mental health service providers can strengthen their ability to meet the needs of survivors of domestic violence by receiving and providing consultation from their colleagues in the other two fields. Reciprocal consultation enables providers to expand their knowledge, skills, and understanding of each other’s fields of expertise and to address the needs of the people they are serving rather than merely referring them elsewhere. Reciprocal consultation may take place between providers working for the same organization or between providers from different organizations.

**Resilience**
Resilience describes the process and outcome of successfully adapting to difficult or challenging life experiences, especially highly stressful or traumatic events. Resilience is an interactive product of beliefs, attitudes, approaches, behaviors, and, perhaps, physiology that help people fare better during adversity and recover more quickly following it. ...Being resilient does not mean that life’s major hardships are not difficult and upsetting. Instead, it means that these events, though difficult and upsetting, can be overcome. (Adapted from American Psychological Association’s Task Force on Resilience in Response to Terrorism)

**Respondent**
The person against whom a legal case or protection order has been filed.
Secondary (or Vicarious) Trauma
The impact of trauma not experienced directly, but rather, through contact with, including caring for, someone who has directly experienced trauma or crime victimization. Secondary trauma can also occur as a result of hearing about a traumatic event. (Adapted from After the Crisis Initiative: Healing from Trauma after Disasters)

Secondary trauma is common among domestic violence & mental health professionals and can negatively affect their ability to provide effective services. It can lead to staff turnover and low morale.

Self-Determination
People having the degree of control they desire over those aspects of life that are important to them. (From the Research and Training Center on Community Living) For people who have abusive partners who have imposed decisions on them, it means reclaiming their right to make choices for themselves.

Sexism
Discrimination toward females. The creation and perpetuation of societal structures and institutions that maintain divisions and distribute power and privilege based on gender or sex. Inherent within sexism is the belief that females are somehow inferior to males.

Sexual Assault
Sexual assault is an umbrella term that describes a wide range of harmful actions. It occurs when a person forces, coerces, and/or manipulates another person into unwanted sexual activity. It can include completed or attempted attacks, may or may not involve force and threats, and it may or may not be illegal. Sexual assault is a profound violation of a person's body, sexuality, and sense of self and safety. Sexual assault is part of a range of behaviors that offenders use to take power over others. It is sometimes used as a tool of intimidation or war against entire communities. (Adapted from the Washington Coalition of Sexual Assault Programs)

Stigma
Stigma is a mark of shame. People with mental health problems have been stigmatized throughout history. They are often stereotyped and people may distrust, fear, and avoid them. This can lead to discrimination in social, work, and housing situations. Stigma can lead to people with mental health problems having low self-esteem, being isolated, and feeling hopeless. It also discourages people from seeking, and wanting to pay for, care. In its worst form, stigma results in outright discrimination and abuse. More tragically, it deprives people of their dignity and interferes with their full participation in society. Stigma surrounding the receipt of mental health treatment is among the many barriers
that discourage people from seeking treatment. (Adapted from Mental Health: A Report of the Surgeon General)

**Substance Abuse**
A problematic pattern of substance use leading to clinically significant impairment or distress and continued use despite repeated consequences, such as failure to fulfill major role responsibilities; repeated use in hazardous situations; legal problems; interpersonal conflicts; and social problems. When this pattern involves increased tolerance, withdrawal symptoms, and/or a pattern of compulsive use, the person has developed a dependence on the substance (i.e., addiction). (From the collaboration charter of the Open Door Initiative of Lancaster County, NE)

**Substance Dependence**
A disease with genetic, psychosocial, and environmental factors influencing its development and presentation. This disease is progressive and can be fatal. It is characterized by continuous or periodic impaired control over drinking alcohol or other drugs, preoccupation with drugs or alcohol, use of drugs or alcohol despite negative consequences, and distortions in thinking, most notably denial. Also referred to as addiction, substance dependence is a treatable disease and long-term recovery is possible. Psychological dependence occurs when the user needs the substance to feel good, normal, or to function. Physical dependence occurs when the body adapts to the substance and needs increasing amounts to achieve the same effect or to function. (From the collaboration charter of the Open Door Initiative of Lancaster County, NE)

**Substance Use**
The taking of any legal or illegal substance (alcohol, drugs, and/or tobacco.) This term also refers to the consumption of low and/or infrequent doses of alcohol and other drugs, sometimes called "experimental," "casual," or "social" use, such that damaging consequences may be rare or minor. (Adapted from the collaboration charter of the Open Door Initiative of Lancaster County, NE)

**Sustainable Systems Change**
Systems change refers to alterations to internal organizational policies, procedures, practices, and budgets, as well as how the organization interacts with other organizations. Sustainable systems changes are changes that can be maintained over time with few new resources or without new funding. Sustainable systems changes do not rely on the preferences or motivations of individuals.

**Tier System**
This term is shorthand for the level of benefit service recipients are eligible for under the King County Mental Health Plan. The plan benefits include mental health,
psychiatric, case management, and crisis services. When people seek services, they are assessed to determine the level (or tier) of services they can receive and the funding that will be provided to the agency they choose.

**Transgender**
Transgender is an umbrella term for anyone who identifies as gender different, meaning they may not identify with their birth-assigned sex/gender or they may identify with parts of that assigned sex/gender, but not other parts. The terms people use (within the umbrella of transgender) are evolving. The term transgender may include people who identify as transsexual, gender queer/ different/ variant, MTF, FTM, trans female, and trans male. What is important is how someone *self identifies*. Not all people who are transgender use hormones, have surgery, or otherwise make physical changes. The term “trans” is short for transgender and transsexual.

**Transphobia**
Fear and/or hostility toward people who are or who appear to be transgender.

**Trauma**
Trauma is the impact on the individual of experiencing an event that involves the threat of death or serious injury and an emotional response of fear, helplessness, or horror. It is different from other painful and stressful events that constitute typical changes of life, such as divorce, loss, serious illness, and financial misfortune. Examples of traumatic events include domestic violence, stalking, child abuse, sexual assault and witnessing interpersonal violence. (Adapted from After the Crisis Initiative: Healing from Trauma after Disasters)

**Trauma-Informed Care**
Trauma-Informed Care (TIC) provides a framework under which the basic premise for organizing services is transformed from “What is wrong with you?” to “What has happened to you?” TIC is initiated through an organizational shift from a traditional “top-down” environment to one that is based on collaboration with consumers and survivors. (Adapted from the National Center for Trauma-Informed Care)

**Trauma-Informed Representation**
Trauma-Informed Representation refers to applying the concept of trauma-informed care to the legal profession.

**Universal Design**
The design of products and environments to be usable by all people, to the greatest extent possible, without adaptation or specialized design. Universal design benefits people of all ages and abilities.
**Victim Blaming**
The act of holding the victim of any type of negative treatment to be entirely or partially responsible for the abuse. When victim blaming occurs, the perpetrators or the social system are not held accountable for their actions. Instead, the victim is blamed for his/her personal distress or social difficulties. (Adapted from the collaboration charter of the Open Door Initiative of Lancaster County, NE)

**Wayfinding**
Wayfinding is all of the ways in which people orient themselves in physical space and navigate from place to place. It is used in the context of architecture to refer to the user experience of orientation and choosing a path within the built environment. (Adapted from Wikipedia)

**Xenophobia**
An exaggerated and illogical fear of people from other nations.

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