

Chapter:	Service Delivery and Prevention		
Title:	Service Philosophy		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: CEO/Designee	Adopted Date: 08.2020 Review Date: 3.2023	Related Policies:

Purpose:

This policy ensures that Hopeful Horizons’ (HH) staff, volunteers and contract providers administer a consistent service philosophy across its programs of care and service. HHs’ Board shall apply the service philosophy in this administration of its duties.

Scope:

This policy applies to

- All HH Staff Selected HH Staff, as specified:
- HH Board Members HH Volunteers
- Other: Sub-contract Providers

Policy:

HH operates under a trauma-informed philosophy of empowerment and strives to provide survivors and their families support, tools, resources and information to help them determine their best course of action. HH believes that each individual/family seeking our services is the expert about their situation and that each individual/family has strengths/assets that they can build upon. HH views our work with survivors/families within an intersectional framework that recognizes that classifications such as race, sex, immigration status, religious affiliation, ability, socio-economic status, age, gender identity and sexual orientation can overlap to increase the likelihood of discrimination and oppression and create barriers to accessing services.

Within the larger community, HH promotes collaboration between organizations, endeavors to coordinate efforts to meet survivors’ needs in an effective and efficient manner and works to improve the system’s response to victims. As a victim service organization that is striving to build a community without abuse, we believe that prevention is key and change is possible. We believe survivors/families deserve the best trauma-informed care available, so we invest in providing evidence-based and best practice programs and services. Further, HH recognizes that:

- No one deserves to be abused, assaulted or threatened and it is not the victim’s fault. There are no circumstances under which a person who chooses to perpetrate violence/abuse should be excused for that behavior. Violence/abuse is never an acceptable means of solving problems, expressing emotions, or influencing the behaviors of others.
- Anyone can be a victim of child abuse, domestic violence or sexual assault. Abuse, violence and assault happen across all racial, ethnic, socio-economic and religious lines.
- Alcohol and drug abuse do not cause violent behavior. A violent alcoholic or drug abuser has two separate problems – alcohol/drug abuse and abusing people. Each problem needs to be addressed independently.
- Violence is a learned behavior and it is a choice. It is critical to stop the inter-generational transfer of violent behavior by helping victims/families heal from trauma and by providing prevention programs that show a healthy path forward.

- Systems of oppression create a society where violence and abuse thrive. In our work to change the culture of violence and build a community without abuse, we actively work to dismantle racism, sexism, heterosexism, ableism, classism, ageism and other forms of oppression that serve to create and perpetuate inequity.
- Survivors/families who face the intersection of multiple oppressions are more vulnerable. We strive to make all of our services as accessible as possible and actively reach out to marginalized groups.
- Child abuse, domestic violence and sexual assault have no place in our society. Hopeful Horizons seeks to improve the institutional and community response to survivors. We provide professional trainings and educate the public about the nature, scope and effects of violence and abuse.
- Together we can end abuse and change lives. Through intervention, prevention, education and involvement in multi-disciplinary and coordinating councils, we will build a community free from abuse.

Communication and Training:

Board members, employees, volunteers, and treatment contractors shall receive initial orientation and training inclusive of information, policies and procedures regarding HHS’ approved service philosophy and its application to the individual’s role and responsibilities. Employees shall participate in regular professional development to maintain licensure, victim service provider certification and/or gain/maintain service and treatment competency.

Definitions:

1. Empowerment: the process of becoming stronger and more confident, especially in controlling one's life and claiming one's rights.
2. Intersectional Framework: an analytical framework for understanding how aspects of a person's social and political identities combine to create different modes of discrimination and privilege.
3. Trauma-Informed Care: a best practice approach that recognizes and responds to the signs, symptoms, and risks of trauma to best support the needs victims/survivors and their families

Other Related Materials:

NA

References/Legal Authority:

NA

Change Log:

Date of Change	Description of Change	Responsible Party
3.2023	Triennial review. Updated to new policy format.	N. Miller, Program Evaluation