



HAVEN HOUSE

FAMILY SHELTER

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Vicksburg, MS 39181

Administration:

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Crisis Line Numbers:

601-638-0555

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MEMORANDUM OF UNDERSTANDING

This Agreement is entered into by Haven House Family Shelter (Victims' Advocate) and the Mayor and Aldermen of the City of Vicksburg, MS, for and on behalf of Municipal Court, hereinafter referred to as Haven House and Municipal Court. This Agreement is designed to promote inter-agency collaboration in the interest of improving the flow of justice and increasing domestic violence victim access to needed services.

1. Haven House Family Shelter shall, in satisfactory and proper manner, perform the following services for Vicksburg's Domestic Violence Victims' Empowerment Program:

- A. Consult with Municipal Court officials regarding insights to dynamics and issues for domestic violence victims;
- B. Have at least one staff advocate present on Domestic Violence and Protection Order Court docket days;
- C. Have one victim advocate available to the Vicksburg Police Department (VPD) daily, to offer victim services. The Advocate will review the week's DV calls with VPD's designee, contact victims of DV to help them prepare for court, and assist victims with filing for protection orders;
- D. Facilitate and encourage domestic violence victims to access Court and Haven House services, and provide those victims with information, referral and linkage to the indigenous service network;
- E. Provide training through public programs and Coordinated Community Response (CCR) meetings pertaining to domestic violence dynamics, sensitivity to victims' needs, lethality/risk assessment, and any other topics as may be jointly agreed upon;
- F. Adhere to the Court's protocol for maintaining the safety of Haven House staff and domestic violence victims in court, arriving at or departing from court;
- G. Haven House will provide LEP services (contracted through Mississippi Coalition Against Domestic Violence, MCADV) in collaboration with Municipal Court and the Vicksburg Police Department to better serve victims of domestic violence with limited English Proficiency. Pacific Interpreters, accessed by phone, provides interpreters for multiple languages. Haven House will train and collaborate with a Municipal Court contact to initiate the program. Haven House will also act as a liaison for billing purposes with charges for services being paid by the Municipal Court. (See attached Policies and Procedures for accessing Pacific Interpreters).

2. Municipal Court shall, in satisfactory and proper manner, perform the following:

- A. Provide Haven House with consultation and expertise in matters of domestic violence law and court procedure;

- B. Notify Haven House staff one day in advance of the number of cases on the DV docket for the following day;
- C. Facilitate the collaborative work between VPD and Haven House to provide support services to DV victims;
- D. Facilitate and encourage domestic violence victims to access Court and Haven House services; and provide a safe and private place for Haven House staff to deliver on-site services to victims being served at Municipal Court;
- E. Set up and maintain measures to protect the safety of Haven House advocates and domestic violence victims in court, and arriving and departing from Court.

TERMS AND CONDITIONS GOVERNING THIS AGREEMENT


1. This Agreement is effective based upon the City of Vicksburg receiving a funding award from the SFY 2019 S.T.O.P. Violence Against Women Grant and shall be continued until terminated. Either party may terminate the Agreement with five (5) days written notice to the other with or without cause;
2. Amendments may be added to this document upon written agreement of both parties;
3. Haven House and Municipal Court agree to protect the confidentiality of Haven House clientele.

SPECIAL CONDITIONS

1. The SPECIAL CONDITIONS of this Agreement are contingent upon the City of Vicksburg's receiving the SFY 2019 S.T.O.P. Violence Against Women Grant for which it is applying. All pertinent conditions of the grant shall apply to Haven House as an independent contractor to the City;
2. The Municipal Court will pay Haven House Family Shelter a monthly stipend of \$500.00 to provide the services described in Section 1 of this Agreement;
3. Haven House assure that the stipend as described in the preceding item 2 above will not be used to replace compensation for staff time that is already paid for through another grant source.

The Mayor and Aldermen of the
City of Vicksburg

By: _____
George Flaggs, Jr. Mayor
City of Vicksburg


Georgia Grodowitz, Executive Director
Haven House Family Shelter

Date

1/31/18

Date

Policies and Procedures for Accessing Pacific Interpreters

1. Use the conference hold feature if the client is on the phone. If the person is with you in person, go to Step 2.
2. Dial: 1(855) 289-4540
3. Select desired language*- At the prompt, press one of the following:
 - 1 – Spanish
 - 6 – All other Languages or Customer Service Associate (CSA)
4. If requested, provide the access code to the Interpreter or CSA.
5. Request the desired language if you pressed 6, or proceed to step 6.
6. Supply other information required for your reporting:
 - Caller's Name (Staff member making the call)
7. Proceed with your call, or advise the interpreter or CSA that you need to connect to a third party at another location.
 - a. If a third party is required, provide the name(s) and telephone number(s) of the person(s) you would like to be added to the call.
 - b. Once call-outs have been made, continue with your call.

*If the LEP client's language is unknown, refer to the Language Identification Card and let them point to the language they speak.

*If the LEP client's language is not listed you may request a customer service associated to assist you.