Accommodations: services or equipment that help people with special needs (wheelchair ramps, shower railings, etc.).

Advocate: a person who works with another person to help them complete a task or goal.

Advocacy: help, aid, and support on behalf of another person.

Anti-discrimination: the belief that everyone should be treated the same, no matter what their background, race, gender, etc.

Appeal: a request to change a decision, often asked of a person in charge.

Application: form you fill out to join a program, get a job, rent an apartment, etc.

Autonomy: the freedom to make choices for oneself.

Case management: a type of appointment where an advocate and a participant meet to talk about goals, needs, and anything else they want to talk about.

Communal living: a housing style where two or more un-related people live together. This living arrangement may include sharing some living spaces like bathrooms, kitchens, and living rooms.

Clustered Living: a housing style where participants live on the same property but in different apartment units. This living arrangement usually means that un-related families are not sharing any spaces like living rooms, kitchens, or bathrooms.

Communications: ways of sharing information, including talking, writing, emailing, texting, etc.

Confidentiality, the right to privacy: is the legal protection of personally identifying information and service participation of a person who is receiving services from an agency.

Counseling: a set time to talk through anything relating to trauma and mental health with a licensed mental health provider.

Dependents:Anyone who depends on you for most of their money needs. That might include children in your full-time or part-time care. It might include elderly parents or grandparents. It might include grown children who are disabled.

Dictated: words spoken out loud and written down by someone who listens.

Dignity: a person’s right to be valued and treated ethically.

Exceptions: cases that don’t follow a given rule.

Extension: a longer time span.

Grievances: conflicts, complaints, and concerns.

Holistic Healing: supporting clients in all parts of their life.

Identify: let others know who someone is.

Illegal activity: acts that break a law.

Imminent danger: danger or harm that could happen very soon.

Legally Emancipated Minor: is a person who is under the age of 18, but has completed the legal process of being recognized as an adult by the courts in their state and are then legally separated from their parents and can make all decisions for themselves.

Mandated: ordered by law, required.

Mediation: the act of helping two sides settle a problem, often with the help of a person who is not part of the problem.

Permanent: something that is fixed, and is unlikely to change .

Permission: giving consent for someone to do something.

Policies: guidelines that are asked to be followed.

Privacy: the right not to share information, to keep matters to yourself.

Referrals: names and contacts for other groups, programs, or people who may be of help.

Resources: information that can help you in some way.

Scattered Site Living: a living arrangement where a person in the program rents a housing unit from a landlord in the community. In this living arrangement, no areas of the home would be shared with any other non-related participant in the housing program.

Survivor: a person who has lived through something that put them in danger or caused them harm.

Transitional: not lasting forever, a time span between leaving something old and starting something new.

Transitional housing: temporary housing provided for 6-24 months.

Transportation: way of getting from one place to another place (car, bus, subway, plane, etc.).

Trauma-Informed Housing and Services: a guiding philosophy for survivor services that is based on understanding a person’s history and previous trauma in order to best help them.

Valid: lawful.

Vision: what you see for yourself, your goals, your dreams.

Voluntary: your choice.

Voluntary Support Services: helpful services that you can choose to use or not use.

Waiver: a form that states it is alright for a person not to follow a given rule.