

PROJECT TO IMPROVE SERVICES

The Domestic Violence & Mental Health Collaboration Project is a partnership of 6 organizations:

City of Seattle	Consejo	King County Coalition Against Domestic Violence
New Beginnings	Seattle Counseling Service	Sound Mental Health

We spoke with people who provide services and people who use services to learn about what is working well and what needs to be improved.

Our goal is to make services better for people who have experienced domestic violence *and* who have struggles with their mental health.

WHAT WE LEARNED

We asked “*Who can get in?*” & heard about many positive experiences. We also heard:



It can be hard to start getting help because organizations are so busy and hard to reach.

Sometimes organizations are not very welcoming. It can be uncomfortable to tell them what you need and to get the help you want.

Sometimes service providers are not helpful when you do tell them what you need because they do not know how to help.

We asked “*Do needs get met?*” & heard many positive things. We also heard:

People want better services that support them as a whole person, preferably at one, convenient location.

When someone tells you about another organization you want that information to be detailed and correct. It would be helpful if staff at organizations would work together to meet your needs.

It is not always clear what each organization offers and what type of help you might be able to expect from them.

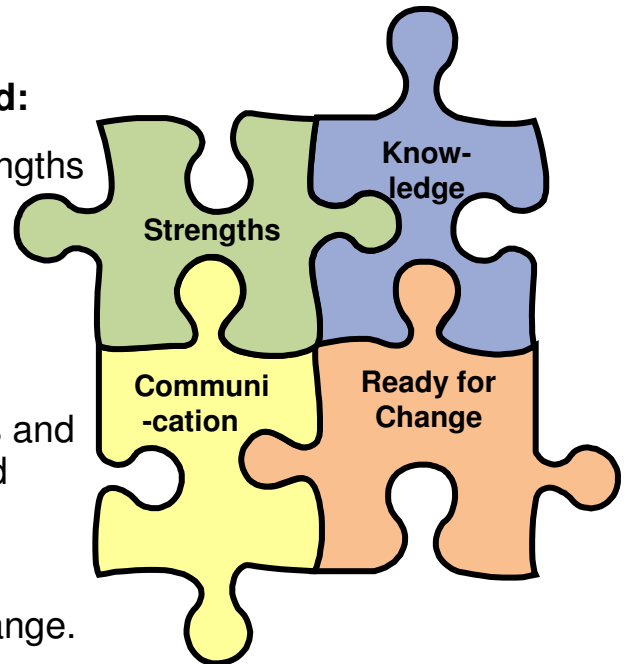
We asked “*How can we do better?*” & heard:

Organizations each have information and strengths that could help the other organizations.

Service providers need more training, more advice, and better policies in order to make services better.

Communication problems within organizations and between organizations hurt both providers and service recipients, but there are times when communication works very well.

Leaders at the organizations are ready for change.



WHAT WE WILL DO

We will work together to create change.

We will focus on these 4 projects:

1. Making organizations more welcoming
2. Increasing the knowledge of people who provide services
3. Doing a better job of learning what people need and meeting their needs
4. Working together to share our best ideas and to help people

This project is sponsored by the Seattle Human Services Department, Domestic Violence and Sexual Assault Prevention Division.

This project is supported by Grant No. 2007-FW-AX-K001 awarded by The Office on Violence Against Women, U.S. Department of Justice.
The opinions, findings, conclusions, and recommendations expressed in this publication are those of the authors and do not necessarily reflect the views of The Department of Justice, Office on Violence Against Women.