

Virginia Sexual and Domestic Violence Program Professional Standards Committee

Meeting Minutes

December 14, 2023, 10:00 a.m. –2:18 p.m.

Virtual Meeting

Pursuant to *Code of Virginia* § 2.2-3708.3

Members Present:

Angela Blount, Associate Director, Virginia Sexual and Domestic Violence Action Alliance
Judy Castele, Executive Director, Project Horizon
Cori Davis, Program Director, Bedford Domestic Violence Services
Elvira De la Cruz, Chief Executive Officer, Latinos in Virginia Empowerment Center¹
Shel Douglas, Director, Fauquier County Social Services
Nancy Fowler, Program Manager, Office of Family Violence, DSS
Leonard Hall, Jr, Director, Millstone International Logistics²
Tamy Mann, Director, Giles County Victim/Witness Assistance Program
Heather Sellers, Director, Bedford County Victim/Witness Assistance Program³
Shelley Strain, Executive Director, Eastern Shore Coalition Against Domestic Violence
Kristina Vadas, Manager of Victims Services, DCJS
Ellen Wheeler, Assistant Director, Project Horizon

Members Absent:

Teresa McKensie, Assistant Director, Radford/Floyd Victim/Witness Assistance Program
Jennifer Quitiquit, Director, Chesterfield County Victim/Witness Assistance Program

Professional Standards Team Members Present:

Amber Stanwix, Professional Standards Coordinator, DCJS
Andrea Sutton, Professional Standards Consultant, DCJS

DCJS Staff Present:

Amia Barrows, Victims Services Grant Monitoring Team Supervisor, DCJS⁴
McKayla Burnett, State Trafficking Response Coordinator, DCJS⁵

¹ Elvira De la Cruz left the meeting at 12:06 p.m.

² Leonard Hall, Jr. left the meeting at 12:06 p.m. and, due to a miscommunication with the Professional Standards Team, was unable to log back in at the end of the lunch break.

³ Heather Sellers joined the meeting at 1:02 p.m.

⁴ Amia Barrows left the meeting at 12:06 p.m.

⁵ McKayla Burnett joined the meeting at 1:34 p.m.

Welcome & Remarks

The meeting was called to order at 10:03 a.m. A quorum was present.

Approval of Meeting Minutes

The minutes from the September 27th Committee meeting were reviewed by the members. A motion to approve the minutes was made by Shelley Strain, and Tamy Mann seconded the motion. After a vote, the minutes were unanimously approved.

Updates from the Professional Standards Team

Amber Stanwix provided a brief update to the Committee regarding the third round of accreditation applications. She reported that seven agencies are currently participating in the accreditation process. Four applications have already been reviewed and those agencies have been contacted. The Professional Standards Team plans to begin conducting site visits in early 2024.

Professional Standards Revision

Amber Stanwix and Andrea Sutton continued their review of the table listing each Professional Standard and the non-team recommendations, team recommendations, and questions.⁶ At the September 27th meeting, the group completed the review of Standards #1-#7. Therefore, the Team began the review with Standard #8.

Standard #8

Team Recommendations

The Committee accepted Recommendations #1-#3. For Recommendation #4, concerns were expressed about agencies using hotels as shelters and whether information could be posted in those locations. After some discussion, the Committee agreed that clients must be provided with a list of rights and responsibilities by the next business day after their initial contact with the agency.

Standard #9

Although the Professional Standards Team did not have any recommendations for this Standard, the Committee did have some questions regarding how this Standard is interpreted. In particular, members questioned whether or not each agency must be responsible for its own 24/7 hotline. The Professional Standards Team stated that they have interpreted this Standard to mean that 24/7 access is available; and that an agency utilizing the statewide hotline as needed would be acceptable. The Committee agreed that the Standard should be revised to provide more clarity regarding the hotline requirements.

⁶ This table is attached to these minutes.

Standard #10

Team Recommendations

For Recommendation #1, the Committee expressed a great deal of concern with the idea of collaborating with law enforcement. They pointed out that there could be confidentiality issues that could arise from such a collaboration. The Professional Standards Team explained that they did not want to require collaboration with law enforcement, but such a collaboration could be an option to meet this Standard. In addition, the Team explained that they require more clarity on what is required by this Standard, including whether an agency must accompany every client seeking an emergency protective order. The Committee responded that the intention of this Standard is to ensure that accompaniment is available if requested by the client, but that an agency is not required to have an employee at the magistrate's office at all times. Therefore, no change is required to this Standard.

For Recommendation #2, the Committee inquired whether the Team has seen instances of the unauthorized practice of law. The Team responded that they have not seen this; and, therefore, this issue does not need to be addressed in this Standard. The Committee agreed that it might be better to address this issue in the Training Matrix.

Standard #11

Non-Team Recommendations

Recommendation #1 sparked a lengthy discussion regarding the requirements for providing shelter to clients outside the service area of an agency. There were concerns that agencies may be forced to dedicate staff to find services for clients well beyond the service area. The Committee concluded the Standard should be strengthened in terms of the requirements for addressing shelter requests that cannot be met. However, language should also be added specifying that this Standard primarily concerns clients within the service area who are in imminent danger.

Recommendations #2-#4 were rejected by the Committee. For Recommendation #5, the Professional Standards Team informed the Committee that, while DCJS has training for hotel employees regarding human trafficking as required by the *Code of Virginia*, no such training is currently available for shelter staff. Therefore, training would need to be developed and DCJS would also have to identify and approve alternate curricula. After some consideration, the Committee determined that, as this topic is already included in the training matrix, there was no need to add an additional requirement.

Team Recommendations

For Recommendation #6, the Committee agreed with requiring agencies to have a first aid kit, but felt that compliance with the Americans with Disabilities Act and a requirement for CPR certification for all shelter staff and volunteers would be too financially burdensome on agencies. However, the Committee would like to see language requiring that, if a shelter does not meet the

requirements of the Americans with Disabilities Act, the agency must find accommodations that are appropriate to meet the needs of a survivor with disabilities.

Recommendation #7 was deemed unnecessary and was therefore rejected.

Standard #12

Question

Question #1 sparked a lengthy discussion about what services should be required of agencies. The Professional Standards Team began the discussion by explaining that they are unsure as to what they are supposed to be measuring with this Standard. Committee members who were also on the previous Committee stated that the measure was intended to be broad so as to encompass a range of services.

Another Committee member expressed concerns that, without this Standard, there would be a minimization of what it means to be an accredited program. She suggested modifying the measure under the Standard to specify that there are certain services that must be provided by an agency. Some members stated that this should include services offered to children. Another Committee member agreed, but added that the Standard should specify that referrals can be made to other agencies. The Committee seemed comfortable with this, and a member agreed to send suggested language to the Professional Standards Team.

Non-Team Recommendation

Recommendation #2 was rejected by the Committee.

Standard #13

Team Recommendation

For Recommendation #1, the Committee inquired whether such a resource manual would need to be on paper or could be located online. In addition, the members asked if having access to a list created by a different agency could meet this recommendation. After some discussion, the Committee agreed that agencies should, at a minimum, have access to a list that is regularly updated.

Questions

For Question #2, the Committee agreed that there is no specific number of agencies with which an applicant agency must collaborate. While one Committee member stated that this Standard is intentionally vague so as to give agencies options, another suggested that the Standard be reframed to require collaboration with at least three other systems. Eventually, the Committee agreed that the intent of this Standard is to keep survivors front and center. Therefore, the question that needs to be asked when evaluating this Standard is, “How are you collaborating to meet the needs of survivors?”

For Question #3, the Committee agreed that the Professional Standards Team should report back on any issues agencies have with collaborating with others, but it would not necessarily be an indication that there was a problem with the agency itself. Rather, agencies may encounter the same issues and attitudes that clients may face, and so agencies must work to address those attitudes and try to establish relationships when possible.

Standard #14

Team Recommendation

The Committee agreed to this Recommendation.

Question

For Question #2, a Committee member pointed out that community needs assessments are not always successful, as they only reflect the needs of those who are willing and able to access and answer the surveys. The Professional Standards Team suggested that the Standard be modified to require agencies to use at least two methods to assess the needs of their communities. This suggestion was accepted by the Committee.

Standard #15

While the Professional Standards Team had no recommendations or questions for this Standard, a Committee member did inquire as to how this Standard is measured. The Team responded that the Standard does require multiple channels of engagement and that this is something that is checked thoroughly during the accreditation process.

Standard #16

Non-Team Recommendation

This Recommendation sparked a lengthy discussion by the Committee. Several members discussed issues with funding, as well as problems with gaining access to schools in order to do prevention work. Others felt that this work is necessary, regardless of funding issues. The Committee eventually reached consensus on simplifying the Standard and adding language regarding the use of primary or secondary prevention strategies.

Lunch

The Committee broke for lunch at 12:06p.m. The meeting resumed at 1:08p.m.

Professional Standards Revision, Continued

Standard #17

Team Recommendations

The Committee agreed that Standard #17 should be revised. An agreement was reached to move the third bullet under this Standard to Standard #15 and then revise the remaining language.

Recommendation #2 was rejected by the Committee.

Training Matrix

Team Recommendations

For Recommendation #1, a member of the Committee pointed out that the term “voluntary services” is used in the Family Violence Prevention and Services Act. She agreed to send a definition of this language for the Professional Standards Manual’s Glossary section.

Recommendations #2-#8 were agreed to by the Committee.

Questions

For Question #9, the Committee agreed that there should not be a specific number of hours devoted to certain topics. Rather, that should be up to the agencies to decide based on their specific needs. For Question #10, the Committee agreed that the language for “3rd party reporting/blind reporting” could be deleted.

Glossary

Team Recommendations

The Committee agreed to Recommendations #1-#7.

Question

The Committee agreed that the definition of “counseling” should be split into definitions for “general counseling” and “therapeutic counseling”.

Other Issues

Team Recommendations

Recommendations #1-#6 were agreed to by the Committee

Questions

For Question #7, the Committee agreed that it would like to see language regarding the rescission of accreditation for egregious actions. The Professional Standards Team was asked to draft language that would bring such agencies before the Committee in order to determine whether full accreditation should be rescinded. In addition, the Professional Standards Team was asked to research other accreditation manuals, such as the Virginia Law Enforcement Professional Standards Commission Manual, to locate samples of rescission language.

For Question #8, the Committee agreed that this was not a policy that would be included in this revision of the Manual.

Follow Up Questions

During the September 27th meeting, the Committee agreed that Level II part-time workers would be required to receive continuing education, and that the number of hours would be equal to one half of the number of hours in their work week. The Professional Standards Team asked the Committee how continuing education hours would be calculated for those part-time workers whose hours may fluctuate. After some discussion, the Committee agreed that part-time employees will be required to get ten hours of continuing education per year.

Finally, the Team inquired whether to include a definition of “facility” in terms of the requirements of Standard #1. The Committee agreed that the Team should try to add some language regarding this to the Standard itself, and not to the Glossary.

Discussion Regarding How to Proceed/Meeting Dates

The Professional Standards Team provided a brief overview of their goals for 2024. They stated that they would like to get the Professional Standards Manual completed early in the year so that they can open a new round of applications in the Fall. Therefore, they suggested that the Committee meet in February to review the first draft of the revised Manual. The Committee members selected February 14th as the date of the next meeting. This meeting will be held at the Tuckahoe branch of the Henrico County Public Library.

Public Comment

McKayla Burnett, the DCJS State Trafficking Response Coordinator, introduced herself to the Committee. Kristina Vadas informed the Committee that Ms. Burnett will be working on accreditation standards for programs serving human trafficking survivors.

Closing Remarks

The meeting adjourned at 2:18p.m.

Future Meeting

- February 14, 2024, 10:00a.m. to 4:00p.m., Tuckahoe – Henrico County Public Library

STANDARD #1: Sexual and Domestic Violence Agencies will ensure that crisis intervention, advocacy, and community engagement services are available and accessible to all people within the agency service area regardless of race, ethnicity, national origin, age, disability, religion, limited English proficiency, immigration status, sexual orientation, or gender identity or expression.

Recommendations

1. Add “substance use or abuse outside of shelter” to the nondiscrimination statement.
2. Add a measure stating, “Programs shall conform to Americans with Disabilities Act requirements.”
3. For D&I, clarify that inclusions need to be visible throughout the facility; and be more specific as to what we are looking for.
4. For “multicultural competency”, we should offer some examples as to what would meet that requirement.
5. The written policy regarding representation of the community should be required to have action steps and be reviewed annually.

Questions

6. Under the D&I category, should agency websites have their own category with specific examples as to what we will be reviewing?

STANDARD #1: Sexual and Domestic Violence Agencies will ensure that crisis intervention, advocacy, and community engagement services are available and accessible to all people within the agency service area regardless of race, ethnicity, national origin, age, disability, religion, limited English proficiency, immigration status, sexual orientation, or gender identity or expression.

7. Should we remove the “advisory committee” language for the written policy concerning representation of the community?

STANDARD #2: Sexual and Domestic Violence Agencies will have trained advocates (staff and/or volunteer) to provide Crisis Intervention, Advocacy, and Community Engagement Services.

Non-Team Recommendations

1. **(CM)**⁷ I think we should differentiate between the hours of continuing ed required for full and part time staff. My suggestion is that folks full-time staff receive 20 hours of training and part-time staff get an equivalent of ½ of their work week. (For instance, a 20-hour employee would be required to get 10 hours of continuing ed annually).
2. **(PUBLIC)** - For local social services agencies, would the staff working under the Adult Protective Services or Child Protective Services agencies be considered Level 1 or Level 2 staff for training purposes; or would they not fall under the requirements of the Training Matrix?

Team Recommendations

3. We should require more information regarding the training process. A written training plan, including the number of hours and the training topics, should be required.
4. We should specify a limit on the amount of training that can be done through shadowing.

⁷ Suggestions marked “(CM)” are those that come from current Committee members and are written as they were sent to the Professional Standards Team.

STANDARD #2: Sexual and Domestic Violence Agencies will have trained advocates (staff and/or volunteer) to provide Crisis Intervention, Advocacy, and Community Engagement Services.

5. There should be specifics as to some continuing education topics, such as refreshers on confidentiality.

6. The measure regarding training materials for community engagement should be moved to the Community Engagement section.

Questions

7. When the Standards talk about shadowing a trained advocate, should there be a specification as to how experienced that person should be? How many years with the agency? In that role?

8. Should there be continuing education requirements for Level 1 staff? If so, this would need to consider agencies embedded within government organizations, which may not be able to mandate hours to certain employees.

9. If we add the continuing education requirements, when would we check to ensure that the change was made, and the education was completed?

STANDARD #3: Sexual and Domestic Violence Agencies will adhere to sound management practices that demonstrate operational stability, including organizational principles and practices that reflect accountability and transparency.

Non-Team Recommendations

1. **(CM)** I'm curious about what is meant by "on-going training" for supervisors. There's no way to measure that and I'm not sure it's realistic.
2. The **prior Committee** discussed that there is an expectation that directors understand the work involved in the domestic and sexual violence field. They believed that this would include receiving the same Level 2 training as direct staff. Should this be required in the Standards?
3. In terms of supervisory training, the **prior Committee** discussed that there may need to be some examples of training topics provided; or there may need to be a new Level 3 category for training requirements.

Team Recommendations

4. Standard 3 needs clarification so agencies understand that "interruption of core services" means financial AND physical.
5. A sustainability plan should be required.

STANDARD #3: Sexual and Domestic Violence Agencies will adhere to sound management practices that demonstrate operational stability, including organizational principles and practices that reflect accountability and transparency.

6. There should be a requirement for a grievance policy for staff, which should include information as to how to contact the Board.
7. There should be requirements as to what emergency plans should contain.
8. The by-laws should include a Conflict-of-Interest Policy and require $\frac{2}{3}$ of the members of the board to approve any changes to the by-laws.
9. The by-laws should state how many members constitutes a quorum, the length of terms for members, and the number of consecutive terms that a member may serve.
10. There should be requirements for contingency and/or succession planning.
11. There should be a continuing education requirement for boards.
12. There should be a requirement that policies are reviewed by the Board (or agency if there is no Board) at a certain time (every X number of years). The policy should then be signed and dated with the date of review.

STANDARD #3: Sexual and Domestic Violence Agencies will adhere to sound management practices that demonstrate operational stability, including organizational principles and practices that reflect accountability and transparency.

Questions

13. Should the supervisor training measure be moved from Standard #3 to Standard #2? Should there be more descriptions as to what we would like to see for this requirement?
14. If a person is supervising staff who provide direct services, shouldn't the supervisor need at least the same level of training?
15. Should there be a requirement for training regarding trauma-informed supervision?
16. Are there different requirements for "supervisors" and "directors"? Do those terms need to be defined?
17. "Supervisors meet regularly with staff, either individually or as a group, to provide ongoing support and guidance" -> What do we do if staff does not feel supported? Report to Committee? Speak to ED?
18. To help us in assessing supervision, should we request an org chart and specify that it must clearly lay out the lines of supervision?

STANDARD #3: Sexual and Domestic Violence Agencies will adhere to sound management practices that demonstrate operational stability, including organizational principles and practices that reflect accountability and transparency.

19. Is there something specific that the Committee wants to see in terms of financial records? The Site Visit Checklist currently requests the most recent audit. What should we be doing with that information?

20. In job descriptions, if a person is providing interpretation services, should we require that this is built into the job description and that interpreter training is provided?

21. Should boards be required to meet at least four times per year; and should this be stated in the by-laws?

STANDARD #4: Sexual and Domestic Violence Agencies will adhere to policies and practices that ensure a high standard of professional conduct.

Non-Team Recommendations

1. (CM) - Include fingerprints into criminal background check.
2. (CM) - Strike “Child Protective Services background check for those who may engage with children”, add “Virginia Department of Social Services Central Registry background check prior to employment for all employees”.

Team Recommendations

3. Background checks should be re-verified after a certain time period. This may need to consider the requirements of, and limitations set by, government agencies.
4. There should there be a DMV check for any staff who are transporting clients.

Questions

5. How should we verify background checks have been conducted? Do we have to examine personnel files? If so, what would we only check for background checks, or are there any other items that should be included?

STANDARD #4: Sexual and Domestic Violence Agencies will adhere to policies and practices that ensure a high standard of professional conduct.

6. Should we require background checks of other states if the applicant has not lived in Virginia for a certain period of time? If so, how many years back should the check go?

STANDARD #5: Sexual and Domestic Violence Agencies will document Crisis Intervention, Advocacy, and Community Engagement services only in databases that comply with VAWA confidentiality standards and protect personally identifying information.

Team Recommendation

1. This Standard needs to be clarified to identify to which documents the record retention measure is referring.

Questions

2. Provide further clarification as to what the Standard means by reviewing data “regularly”. Is there a time period that the Committee wants to specify or is this up to agencies to determine what this means?
3. What information does the Committee want from the measure stating, “Data about services provided are entered into the system and reviewed regularly”? Is it what information the agency is gathering from the review? Are we looking for information about program evaluation?
4. Does the record retention policy need to address how records are destroyed? If so, is this something that would be specified by the Committee?
5. Do we need to address the issue of agencies moving to electronic records (not VA Data) and how those records may be destroyed? Should it depend on what information is contained in the record?

STANDARD #6: Sexual and Domestic Violence Agencies preserve privacy and confidentiality, including the identity of and information provided by the person served or acquired from other sources before, during, and after the course of the professional relationship.

Team Recommendations

1. This Standard should be updated to account for staff who may be working remotely.
2. We should remove “Description of how long records are maintained”, given that this is addressed in Standard #5.
3. We need to specify that the “legal requirements” in “Agency has written policies/procedures regarding how the agency assures compliance with applicable legal requirements” refer to confidentiality requirements.
4. We need to provide specific information as to what needs to be included on the release of information form.
5. There must be a requirement for a policy regarding the response to subpoenas.

Question

6. What exactly needs to be protected from fire? What data? Is it the entire file? Certain information?

STANDARD #7: Sexual and Domestic Violence Agencies respect and protect the civil and human rights of all those impacted by sexual and domestic violence.

Non-Team Recommendations

1. **(CM)** I'm not sure that we can measure cultural humility. Perhaps being covered in training would be a better measurement?
2. **(CM)** - Agency has signage, pictures, materials, social media website and marketing that are noticeable inside their facility that reflect services are available and granted regardless of the client's race, ethnicity, national origin, age disability, religious preference, English Proficiency, immigration status, sexual orientation, or gender identity.

Team Recommendation

3. Limited English proficiency should have its own measure that requires meaningful access to services with equivalent services to those who are native English speakers.

STANDARD #8: Sexual and Domestic Violence Agencies support voluntary services model and respect survivors' right to self-determination.

Team Recommendations

1. Combine measures to read, "Written protocol that informs all clients of their rights, including the right to self-determination".
2. Require grievance procedures for clients.
3. Require that clients are notified of non-discrimination policies and how to file complaints, including with the Office for Civil Rights.
4. Require that client rights/responsibilities be posted in the shelter.

STANDARD #9: Sexual and Domestic Violence Agencies will be accessible 24/7 to the public and to first responders to provide crisis intervention services by trained advocates.

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STANDARD #10: Sexual and Domestic Violence Agencies will ensure that survivors in their community have 24/7 access to accompaniment services when they access emergency medical or justice systems.

Team Recommendations

1. We need to make it clear that emergency judicial accompaniment means accompaniment to the magistrate and that this can be done by collaborating with another agency, such as law enforcement.
2. We should add language surrounding advocates not engaging in the unauthorized practice of law.

Standard #11: Sexual and Domestic Violence Agencies will provide, or assist to secure, emergency safe shelter to survivors of sexual and domestic violence who are in imminent danger.

Non-Team Recommendations

1. **(CM)** - I think we need clarification on what it means to address shelter requests that cannot be met. Our experience is that some other shelters simply say “call [another shelter].” If we can’t shelter someone in imminent danger, we provide another option such as a hotel. Are we looking for something like that in the policy?
2. **(CM)** - Establish a policy in-line with the state's policies on requiring paid staff, volunteers, victims, and their children to use bathrooms, locker rooms and sleeping quarters based on their sex at birth, not their gender identity.
3. **(CM)** - Any person who is over the age of 18 seeking shelter shall provide a state issued birth certificate, state ID, passport or driver’s license to be verified they are not on the Virginia State police Sex Offender registry or a Nationwide Search on the Dru Sjodin National Sex Offender Public Website (www.nsopw.gov)
4. **(CM)** - Contact Local Law enforcement and the National Center for Missing & Exploited Children, for any child under the age 18 who checks into the shelter to reduce child sexual exploitation and prevent child victimization and child sex trafficking.

Standard #11: Sexual and Domestic Violence Agencies will provide, or assist to secure, emergency safe shelter to survivors of sexual and domestic violence who are in imminent danger.

5. **(CM)** - Every shelter in Virginia will require its employees to complete a human trafficking training course developed by the Department of Criminal Justice or an alternative online or in-person training course approved by the Department within three months of being employed by the agency and thereafter at least once every two years, for as long as the employee is employed by the shelter.

Team Recommendations

6. There should be requirements that the shelter complies with the ADA, has CPR certification for shelter staff/volunteers, and has a first aid kit.
7. There should be a requirement for a shelter policy that includes information regarding medications, searches, and drug use.

STANDARD #12: Sexual and Domestic Violence Agencies will provide a range of individualized advocacy services which foster survivor healing from the trauma of violence.

Question

1. Do we need this Standard? If so, how do we measure this? What are we measuring?

Non-Team Recommendation

2. **(CM)** - Section 1 line 2 strike counseling and add Line 3 - If an agency is providing counseling to victims of domestic violence or sexual assault, the counseling must be provided by a licensed counselor, Psychiatrist, PhD, master's degree, bachelor's degree with specialized training or a LCSW. All victims will be considered for available services without attention to race, color, religion, sex, age, sexual orientation, gender identity, national origin, and veteran or disability status.
 - A list of medical professions with the accompanying education requirements was provided.

STANDARD #13: Sexual and Domestic Violence Agencies will coordinate services within the agency and the community to promote high quality integrated services and support to survivors.

Team Recommendation

1. We should require that agencies maintain a resource manual with community listings and that it be updated annually. The date that the update was completed should be listed.

Questions

2. Are we just checking that collaboration is occurring? Is there a specific number/type of agencies the agency should be collaborating with?
3. If an agency is not collaborating with an agency in their area, what action do we need to take? Are there legitimate versus illegitimate reasons?

STANDARD #14: Sexual and Domestic Violence Agencies will address diverse needs of the community served, providing specialized advocacy programs and population-specific interventions.

Team Recommendation

1. We should require that the Language Access Plan includes the provision of relay services for the Deaf or hard of hearing.

Question

2. Clarification may be needed in terms of the way agencies are required to identify the diverse needs of their communities. Are community needs assessments required? Do they need more than just client feedback?

STANDARD #15: Sexual and Domestic Violence Agencies will participate in community engagement efforts that promote agency services and effective community responses throughout the agency's service area.

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Standard #16: Sexual and Domestic Violence Agencies will deliver effective prevention programming that supports the development of healthy relationships and healthy sexuality.

Non-Team Recommendation

1. **(CM)** This standard is unrealistic when many programs do not have funding for prevention programming. Until prevention services are considered as essential services, I don't think we should require such programming. Perhaps this should be in a category on its own for those who have funding for prevention.

STANDARD #17: Sexual and Domestic Violence Agencies will participate in community engagement initiatives to improve the experiences of survivors and advocate for systemic change.

Team Recommendation

1. This Standard should be revised to distinguish it from Standard #15.
2. We should be more specific about the training to allied professionals.

Training Matrix

Team Recommendations

1. The term “voluntary services” in the Training Matrix should be changed to “client-directed services”.
2. Delete “Services, structure, and content information of Agency’s key partners (e.g., funders, the Action Alliance)”.
3. Delete “Acronyms/Jargon – Language of sexual and domestic violence work”.
4. Delete the bullet point regarding “Civil rights, diversity issues, and multicultural humility when working with people who have experienced sexual and/or domestic violence and have mental health, cognitive, and/or physical disabilities, or are a member of an underserved population (e.g., male victims, older adults, children, LGBTQIA, immigrants)”.
5. Add a training category for the unauthorized practice of law.
6. Add a training category for public assistance benefits.
7. Add a training category for the various types of immigration visas that may be available to survivors.
8. Add more specific requirements regarding diversity and inclusion training.

Training Matrix

Questions

9. Should there be more specifics on the number of hours for each/certain topics? Should that vary based on the type of agency?
10. In the Administration topic for Level 2 employees, it says “3rd party reporting/blind reporting”. Does that mean how the agency reports to 3rd parties, such as DCJS for grant purposes, etc.? Can this be deleted?

Glossary

Team Recommendations

1. Define the terms “policies”, “procedures”, “plans”, and “practices”. These words are used somewhat interchangeably, so more clarification is needed.
2. Delete “protective factors” and “risk factors” as they are not used in the Manual.
3. Add a definition of “core services”.
4. Add a definition of “sexual and domestic violence agencies” and require a period of service prior to being able to apply for accreditation.
5. Add definitions for secondary and vicarious trauma.
6. Add a definition of “record” for the purposes of the record retention policy.
7. Add a definition of a "persons with limited English proficiency”.

Question

8. Should we modify/clarify the definition of “counseling” for the purposes of the Professional Standards? Add a definition of “therapy” in order to distinguish?

Other Issues

Team Recommendations

1. Clarify in the Manual that the Standards process is not equivalent to, or in place of, the grant monitoring process.
2. The Professional Standards Manual needs to be updated to reflect the changes of the 2021 General Assembly Session
3. Add a section about the different levels of accreditation.
4. Move the information about our resources to the beginning of the Manual.
5. Add an introduction to each section of the Professional Standards explaining the purpose of the section.
6. Include a statement reading, “In addition to the minimum requirements outlined in this manual, programs must also comply with any other state and federal regulations applying to their programs and services.”

Questions

7. Should there be a Standard/policy for rescinding accreditation if there is a substantial issue with an agency?

Other Issues	
8. Should we add a requirement for a policy regarding transportation services regarding if, when, and how agencies might transport clients?	

