

Virginia Sexual and Domestic Violence Program Professional Standards Committee

Approved Meeting Minutes

Shelter for Help in Emergency's Community Outreach Center
Charlottesville, VA
September 24, 2018

Members Present:

Jennifer Bourne, Director, Clinch Valley Community Action Agency
Cathy Easter, Executive Director, Safe Harbor
Linda Ellis-Williams, Director of Programs, YWCA of Central Virginia
Debbie Evans, Division Chief of the Sexual Assault Center & Domestic Violence Program, City of Alexandria Department of Community & Human Services
Caroline Jones, Executive Director, Doorways for Women & Families
Mary Carter Lominack, Executive Director, Shelter for Help in Emergency
Rebecca Weybright, Executive Director, SARA Charlottesville

Members Present Remotely per §2.2-3708

Teresa Christin, Executive Director, Avalon

Absent Members:

Kandy Freeman, Assistant Executive Director, Madeline's House
Regina Pack Eller, Executive Director, Family Resource Center
Kristina Vadas, Manager of Victims Services, DCJS
Kristi VanAudenhove, Executive Director, VSDVAA

Others Present:

Courtney Meyer, Professional Standards Coordinator, DCJS
Kat Monusky, Prevention Director, VSDVAA (representing Kristi VanAudenhove)

Welcome & Remarks

The meeting started at 10:15 am without a quorum present. Caroline Jones welcomed everyone and asked each member to introduce themselves.

Approve Minutes from August 2018 Meeting

Ms. Jones presented the August 22, 2018 minutes for members to review. There was not a quorum present, so the approval of the August 22, 2018 minutes will be tabled to the October meeting.

September Online Comment Period Update

Ms. Jones asked the Professional Standards Coordinator, Courtney Meyer, to share an update on the comment period with the committee. Ms. Meyer shared how there are fewer comments being received than expected. Ms. Meyer also shared a few themes from the comments such as concerns being raised about the number of training hours being too much and concerns about conducting background checks on staff and volunteers. Ms. Jones asked the committee to please share the link to the comment period with SDV programs close to them.

Leadership Roles

Ms. Jones acknowledged all the changes the committee has recently endured with members leaving and changes to the Chair and Co-Chair positions as well as the addition of new members. Ms. Jones held a general discussion with the committee regarding their leadership styles and comfort level with voicing their thoughts and opinions to the committee.

Application Process & Implementation Stages

Ms. Jones discussed how today she'd like the committee to focus on how to apply, why apply, when/how frequent, who reviews/decisions, and what to submit—online/site review. Ms. Jones had the committee review thoughts about the application process and implementation from past meetings that Ms. Meyer had compiled for the committee. Before breaking into smaller groups, the committee decided to discuss the following bigger picture items:

- a) *Tie accreditation to funding.* The committee discussed how during the old accreditation process that, for some grant programs, 25% of funding was tied to accreditation. The committee wanted to know whether DCJS and other state funders anticipate tying accreditation to funding in the future. There was concern from the committee about recommending to state agencies to tie accreditation to funding because of previous experiences with the old accreditation. The committee agreed to recommend not tying accreditation to funding in the first wave in order to give programs a grace period while working towards accreditation.
- b) *Tiers: Yes or No.* The committee discussed whether they would be using tiers as a stepping stone or a way to measure. The committee discussed how the tiers could be set-up in the application. A committee member suggested that we could have two tiers instead of three, the first being core services and the second is going beyond the core services and doing something more. The committee agreed to have two tiers.
- c) *Timeline for Implementation.* Ms. Jones discussed taking the next two to four meetings to flush out the application and implementation processes. A committee member asked if we've looked at the application process for Washington (state) and what states the Action Alliance had looked at when creating the old application process. Another committee member responded that the Alliance had looked at Wisconsin or Michigan. Ms. Jones asked Ms. Meyer to look into the application process for Washington, Michigan, and Wisconsin. Ms. Jones suggested that the committee work on the following over the next few meetings: refining standards and measures, implementation, and marketing and roll out phase.



- Apply/Application
 - Monitoring
 - Fees
 - When/Frequency
 - Why apply?
 - \$
 - Prof Standard
 - Differentiating
 - How updated?
 - Grievance
 - Who to?
 - Application—is it complete?
 - Review
 - Site Visit
 - Monitoring
 - Role of PSC Ongoing
- >What’s coming
 - >When
 - >What does it mean?
 - >Why apply?
 - >\$
 - >Prof Standard
 - >Differentiating

The committee broke into two small groups, one group discussed the ‘Who to?’ and the other group discussed, ‘Why apply?’. After an hour, the committee reconvened. The ‘Why apply’ group reported back on their discussion. The group shared that they think programs would apply to become accredited to have credibility with their locality and private funders, be prepared in case of opportunity (such as a new source of funding), support state-wide competency so they are not all working in vacuums, professionalize the SDV response, be among the best service providers for survivors, have third party oversight, customized professional development via peer guidance and network of professionals, and the opportunity for recognition of their core work and where they shine. The group also discussed not having fees associated with applying to prevent barriers and that the length of accreditation would be three years. A committee member noted that the code states how fees for accreditation shall be used to support any administrative costs of the department. The group also raised questions around how many agencies would be applying and how to handle communities partnering to meet core services.

Then, the ‘Who to’ group reported back on their discussion. For the application, the group decided the application would initially go to the Professional Standards Coordinator to review for completeness. The Professional Standards Coordinator would also send reminder e-mails to ensure applications are received by the due date. For reviewing the application, the group discussed how the committee needs to figure out its role for the application and implementation phase. The group brainstormed three options for the committee’s role: only write the standards and measures, review accreditation applications, and/or be the grievance group. The group discussed how the applications could be reviewed by the committee, another group of SDV folks, or a professional consultant. The group discussed how site visits could complicate the process time wise, the visits could be done all in the first year, during the third

year, or not at all. If it is determined that site visits will be part of the process, the group did not think doing all the site visits in the first year would be practical. For maintaining accreditation, the group decided the Professional Standards Coordinator would provide technical assistance for the accreditation process and connect programs to resources (e.g. VSDVAA). The group also discussed staggering application times through a random draw, regionally, or other method. The group also discussed how VSDVAA could provide technical assistance related to programmatic content.

As a whole, the committee discussed at what point could programs lose accreditation since there would need to be a commitment to upholding the standards. The committee also discussed what the time frame would be for a program to fix things when a program is not in compliance with a standard.

Next Steps

Ms. Jones discussed the timeline for the next few months with the committee. At the October meeting, the committee will review comments from the comment period, tier what is already done, come back to the application and implementation phases to discuss the committee's role, and discuss a timeframe for the roll-out. At the November meeting, the committee will discuss the implementation and roll-out/marketing phases. Since the December meeting was scheduled two weeks after the November meeting, Ms. Jones decided to cancel the December meeting. At the January meeting, the committee will begin filling in the details of the accreditation application. The committee discussed the possibility of rolling out accreditation to the SDV field in May or June 2019.

Closing Remarks

The meeting adjourned at 3:45pm.

Actions before next meeting

Cathy Easter and Linda Ellis-Williams will provide the Advisory Committee with an update on the comment period at the committee's September 26th meeting. The Professional Standards Coordinator will compile all the comments from the comment period for the committee to review in October. The Professional Standards Coordinator will send all SDV programs a 'Thank You' for participating in the comment period and to stay tuned for the next steps. The Professional Standards Coordinator will also look at other states accreditation application, review, and complaints processes.

Public Comment

There was one member of the public present who did not have any comments.

Next Meeting: Wednesday, October 24, 2018

10am-4pm

Shelter for Help in Emergency in Charlottesville, VA

Virginia Sexual and Domestic Violence Program Professional Standards Committee

Approved Meeting Minutes

Shelter for Help in Emergency's Community Outreach Center
Charlottesville, VA
October 24, 2018

Members Present:

Jennifer Bourne, Director, Clinch Valley Community Action Agency
Cathy Easter, Executive Director, Safe Harbor
Linda Ellis-Williams, Director of Programs, YWCA of Central Virginia
Debbie Evans, Division Chief of the Sexual Assault Center & Domestic Violence Program, City of Alexandria Department of Community & Human Services
Kandy Freeman, Assistant Executive Director, Madeline's House
Caroline Jones, Executive Director, Doorways for Women & Families
Mary Carter Lominack, Executive Director, Shelter for Help in Emergency
Candy Phillips, Executive Director, First Step
Maria Simonetti, Executive Director, The Collins Center & Child Advocacy Center
Kristina Vadas, Manager of Victims Services, DCJS
Kristi VanAudenhove, Executive Director, VSDVAA
Rebecca Weybright, Executive Director, SARA Charlottesville

Members Present Remotely per §2.2-3708

Regina Pack Eller, Executive Director, Family Resource Center

Absent Members:

Teresa Christin, Executive Director, Avalon

Others Present:

Courtney Meyer, Professional Standards Coordinator, DCJS

Welcome & Remarks

The meeting started at 10:16 am with a quorum present. Caroline Jones welcomed everyone and asked members to introduce themselves.

Approve Minutes from August and September 2018 Meetings

Ms. Jones presented the August 22, 2018 minutes for approval. There were no corrections made to the minutes. Debbie Evans made a motion to approve the minutes. The motion was seconded by Rebecca Weybright and approved. Ms. Jones presented the September 24, 2018 minutes for approval. Cartie Lominack made a suggestion on p.2 of the minutes to add 'recommend' before "not tie" in the last sentence of the section on tying accreditation to

funding. Cathy Easter made a motion to approve the minutes with the addition of 'recommend.' The motion was seconded by Rebecca Weybright and approved.

Review Comments for Standards #1-4

The committee broke into small groups for an hour to go through the comments for standards #1-4 and categorize them into needs more research, needs clarification, and other/disregard. The committee reconvened and went through each comment. The committee discussed adding a note or section right before the standards to direct individuals to the manual for further guidance on the standards and measures.

For the second measure under Standard #1 regarding no fees, the committee decided they would need to have an extended conversation on fees later in order to clarify the measure. The committee discussed possibly clarifying the measure in the manual, defining crisis intervention, adding VOCA/VAWA to clarify, and/or adding another measure. There was a discussion about user fees for the community versus contracts fees. For Standard #1's third measure, the committee decided to replace 'around' with 'inside' due to concerns in the comments about signage on the outside of programs' facilities. The committee discussed the need to clarify 'noticeable inclusions' later. For the fourth measure under Standard #1, the committee decided to add multicultural competency to the measure and to provide examples of options for civil rights, diversity, and multicultural competency trainings in the manual or application. For the overall comments for Standard #1, the committee decided to move "regardless of income" from the third comment to the second measure before 'no fees.'

For Standard #2's first measure, the committee decided to remove 'course' to avoid confusion. The committee decided to define what "at least one more refresher training annually" is later in the second measure of Standard #2. For Standard #2's third measure, the committee replaced 'Maintain copies of' with 'Ensure' as well as removed the definitions of sexual and domestic violence. The committee decided to add a note to the measure for programs to see the glossary for the fuller definitions. For the first measure under Standard #3, the committee decided to remove 'course' to avoid confusion.

For Standard #4's second measure, the committee decided we could utilize the one comment about adding how supervision hours are tracked to the application by asking a question such as, "Explain the supervision process at your agency." For Standard #4's third measure, the committee decided to replace 'solvency' with 'fiscal responsibility' to clarify the measure. For the last measure of Standard #4 regarding boards, the third requirement listed in the measure on what boards must have and adhere to discusses board orientation. The committee decided to add 'and training' after 'board orientation' in the third requirement. Additionally, in the third requirement, the committee decided that the board orientation would also include the mission of the agency and the board members' roles and responsibilities. The committee also decided to add conflict of interest to the board training due to a comment regarding agency employees on the board. In Standard #4's overall comments, the third comment suggests adding 'fiscal policies that detail auditing, internal controls, and procurement requirements.' The committee decided to add this to the third measure under Standard #4 that addresses fiscal responsibility.

For the first measure under Standard #5, the committee decided to add 'state and federal' before 'regulations and contracts.' For Standard #5's second and third measures, the

committee decided to join the two measures since they are similar and replace 'evidence' with 'policy/plan.' The committee also discussed having special conditions underneath the measure if an agency does not conduct criminal and/or Child Protective Services background checks on their staff and volunteers. For the fourth measure under Standard #5, the committee decided to replace 'Code of' with 'Ethical & Behavior.' The last comment under the fourth measure suggested adding sexual harassment training. The committee decided that sexual harassment training would be something in an agency's personnel policy and training.

Training

The majority of the comments received on Standards #1-4 were questions and concerns about training. The committee decided to look closer at training and expand on what they have in the measures by looking at the intent of the training hours. The committee decided to look at training through the following lenses: orientation, training, refresher, and professional development. Ms. Jones asked who would like to be in a small group to research and expand on training more through those four lenses in between this meeting and the November meeting. Ms. Jones volunteered herself to be in the small group and the other members who volunteered to join her were Cathy Easter, Debbie Evans, and Maria Simonetti. Ms. Jones asked the rest of the committee to look at the Action Alliance's training plan and how they could evolve it before the next meeting. A committee member suggested the creation of a checklist for onboarding for agencies to utilize for what new staff should learn within the first few weeks. The committee also discussed what happens when staff move from one agency to another in regards to training and the committee decided that whether additional training was needed for that individual would be up to the discretion of the agency's director. Ms. Jones also asked Ms. Weybright if she could look at the Introduction to the standards and measures that she had written to determine if it needed to be refreshed or not. Ms. Jones also discussed the possibility of an 'Introduction to Accreditation' training for programs to understand the incentives and to encourage buy-in from programs.

2019 Meetings

The committee set dates for their January-April 2019 meetings. The dates are as follows:

Wednesday January 23, 2019

Wednesday February 13, 2019

Thursday March 28, 2019

Thursday April 25, 2019

The meetings will continue to be held from 10am-4pm at the Shelter for Help in Emergency-Community Outreach Center.

Closing Remarks

The meeting adjourned at 3:45pm.

Actions before next meeting

Caroline Jones, Cathy Easter, Debbie Evans, and Maria Simonetti will research and expand on the training and its intent. The rest of the committee will look at how to evolve the Action

Alliance's training plan and categorize the comments for the rest of the standards into needs more research, needs clarification, and other/disregard. Rebecca Weybright will look at refreshing the Introduction to the standards and measures.

Public Comment

There was one member of the public present who did not have any comments.

Next Meeting: Wednesday, November 28, 2018

10am-4pm

Shelter for Help in Emergency in Charlottesville, VA