

# SEXUAL AND DOMESTIC VIOLENCE PROGRAM PROFESSIONAL STANDARDS COMMITTEE

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**DCJS Professional  
Standards Team**  
*Amber Stanwix  
Andrea Sutton*

## Sexual and Domestic Violence Program Professional Standards Committee Meeting September 27, 2023 • 10:00a.m. – 4:00p.m. Tuckahoe Branch – Henrico Public Library

- **Welcome & Roll Call (5 minutes)**
  - *Judy Castelee, Committee Chairperson*
- **Approval of July 12, 2023 Minutes (5 minutes)**
- **Updates from the Professional Standards Team (5 minutes)**
  - *Amber Stanwix and Andrea Sutton*
- **Update on the SDV Funding Formula Project (10 minutes)**
  - *Kristina Vadas*
- **Review of Agency for Accreditation (10 minutes)**
  - *Amber Stanwix and Andrea Sutton*
- **Professional Standards Revision Discussion (1.5 hours)**
  - *Amber Stanwix and Andrea Sutton*
- **Lunch (1 hour)**
- **Professional Standards Revision Discussion, Cont. (1.5 hours)**
- **Break (5 minutes)**
- **Professional Standards Revision Discussion, Cont. (1 hour)**
- **Discussion Regarding How to Proceed/Meeting Dates (10 minutes)**
- **Public Comment (5 minutes)**
- **Closing Remarks (5 minutes)**
  - *Judy Castelee, Committee Chairperson*

# Professional Standards Accreditation Status Procedures

## Purpose:

The purpose of this procedure is to outline the process for members of the Professional Standards Committee (the “PSC”) to vote on application recommendations.

## Procedure:

1. The Professional Standards Coordinator (the “Coordinator”), staff member of the Virginia Department of Criminal Justice Services (“DCJS”), will lead the review of applications for accreditation submitted during the annual period of acceptance. The Coordinator will evaluate all applications and materials submitted for consideration for accreditation.
2. The Professional Standards Site Visit Consultant (the “Consultant”), staff member of DCJS, will assist with the evaluation of applications in collaboration with the Coordinator. The Consultant will conduct all site visits with applicant programs.
3. The Coordinator and Consultant will meet to review their evaluation findings. For each applicant, they will prepare a summary report of their findings, the status recommendation, and an explanation of why that status is recommended to be presented at the next meeting of the PSC.
4. At the next regularly scheduled meeting, the PSC will discuss the recommendations and vote on applicants’ status determinations. Members of the PSC affiliated with an applicant agency will withdraw their participation during meetings and decision-making on that agency’s application. Members who wish to leave the room during this time shall be allowed to do so.
5. Decisions regarding status determinations shall be made by the majority of those present and voting.
6. The Coordinator will notify applicants of their status within ten business days following the meeting.
7. The process for helping agencies move from provisionally accredited to fully accredited shall operate in accordance with the procedures specified in the **Professional Standards Application Process**.

# Professional Standards Application Process

## I. Virginia Sexual and Domestic Violence Program Professional Standards Committee

In 2015, the Virginia General Assembly passed legislation creating the Virginia Sexual and Domestic Violence Program Professional Standards Committee (the “PSC”). The purpose of the PSC is to establish voluntary accreditation standards and measures by which local sexual and domestic violence programs can be systematically evaluated with a peer-reviewed process. Prior to 2015, the accreditation process had been developed and coordinated by the Virginia Sexual and Domestic Violence Action Alliance (the “Action Alliance”).

The PSC is responsible for carrying out the duties assigned to it under Chapter 1 of Title 9.1 of the *Code of Virginia* ([§ 9.1-116.3](#)). The PCS consists of the following: one nonvoting member representing the Department of Criminal Justice Services (“DCJS”); one nonvoting member appointed by and representative of the Department of Social Services; one nonvoting member appointed by and representative of the Action Alliance; and 12 non-legislative citizen members appointed by the Governor, who must be leadership staff of local sexual and domestic violence programs. The appointment of members must take into consideration racial and ethnic diversity and must be representative of regional and geographic locations of the Commonwealth.

In addition, the PSC receives assistance from the DCJS Professional Standards Team (the “Team”), which is made up of the Professional Standards Coordinator (the “Coordinator”) and the Professional Standards Consultant (the “Consultant”). The Team acts as staff support (e.g., meeting logistics, research, best practices), facilitates and implements the accreditation process (e.g., provides technical assistance), conducts site visits, and serves as a liaison for the PSC.

## II. Professional Standards Application Fee

The fee for an agency to apply for accreditation is \$150.00, to be paid at the time of application to DCJS. Fees will be used to support administrative costs of DCJS to manage the application process, as outlined in *Code of Virginia* § 9.1-116.3: “Fees for accreditation shall be used to support any administrative costs of the Department.”

The fee will be paid one time for every three-year accreditation period. The fee is non-refundable. There is no annual fee to be an accredited agency.

## III. Timeline

### A. Due Dates

Sexual and Domestic Violence Agencies (“SDVAs”) that are not currently accredited may submit an Organizational Self-Assessment Summary during the period announced annually by the PSC and/or DCJS. Of the summaries submitted, up to 20 agencies will be randomly selected to apply for accreditation that year. Application information, instructions, and due dates will be sent to those agencies. Agencies that are not selected to apply will be notified.

If a large number of agencies are renewing accreditation during a specific application cycle, the Professional Standards Team can select more agencies at its discretion in order to avoid a lapse in accreditation. Accredited SDVAs wishing to retain their accreditation must apply for renewal in their third full year to avoid a gap or lapse in their status.

#### B. Status Validity

Full accreditation status will be valid for three years after the initial determination. The dates of status validity will be clearly listed in accreditation materials provided to the agency and documented for the PSC by the Team.

#### C. Process Timeline

The accreditation process will take approximately six months to one year from the time an application is submitted until a final decision is made by the PSC. In the event of unexpected or extraordinary circumstances, this process may be delayed; but every effort will be made to complete this in a timely manner.

Once a complete application for accreditation is submitted to DCJS, the Team will confirm receipt of application. The Team will then create a schedule for reviewing applications and begin the evaluation process. As applications are reviewed, the Coordinator may send out requests for additional information. Once the initial review is complete, the site visit will be scheduled. Site visits will be conducted by the Consultant.

After the site visit has been completed, the Coordinator and Consultant will meet to discuss their findings. If additional information is needed from the applicant agency, it will be requested at this time. Once all information has been received, the Team will then draft a summary to be presented to the PSC at the quarterly meeting following the site visit and application review. The approval process will operate in accordance with the procedures specified in the **Professional Standards Accreditation Status Procedures**.

### **IV. Application Process**

#### A. Organizational Self-Assessment Summary

Organizational Self-Assessment Summaries are accepted by DCJS during the period announced annually by the PSC and/or DCJS. The Organizational Self-Assessment is available on the DCJS website [here](#).

The Organizational Self-Assessment should be completed internally by agencies interested in seeking accreditation. Upon completion, if an agency believes they meet the requirements of the Professional Standards, they should complete an Organizational Self-Assessment Summary, located [here](#), and submit it to the Team at [sdvstandards@dcjs.virginia.gov](mailto:sdvstandards@dcjs.virginia.gov). Once received, further instructions will be sent to agencies by the Team.

## B. Professional Standards Application

The Professional Standards application is completed online and is password-protected. Eligible applicants will be provided with a link to the application and the password once selected to apply. An example of the current Professional Standards application may be found on the DCJS website [here](#).

## C. Site Visit

After the Team receives an application, the applicant will be contacted by the Consultant to schedule a site visit. During the site visit, the Consultant will ask questions and complete the Site Visit Checklist to assess compliance with the Professional Standards. A sample of the current Site Visit Checklist is available [here](#).

## D. Application Review

Review of each application will be completed by the Team. Based upon their findings, a recommendation will be presented to the full PSC for consideration and status determination. The PSC will reach consensus on one of the status determinations, as outlined in the next section. Decisions shall be made by the majority of those present and voting.

Recommendations to the PSC will be based on responses to the application questions, documentation submitted with the application, site visit questions, and Site Visit Checklist criteria.

Members of the PSC affiliated with an applicant agency will withdraw their participation during meetings and decision-making regarding that agency's application. Members who wish to leave the room during this time shall be allowed to do so.

## E. Status Determination

There are three possible status determinations for Professional Standards applicants:

### **Fully Accredited:**

The PSC will determine a status of *Fully Accredited* for an agency having demonstrated through the review process that the agency meets 100% of the Professional Standards.

### **Provisionally Accredited:**

Agencies that do not meet 100% of the Professional Standards may be *Provisionally Accredited*.

To be considered provisionally accredited, applicant agencies must, at a minimum, demonstrate that they provide 24-hour crisis intervention services to all victims of sexual and/or domestic violence in their communities, and that these services are confidential and free of charge. These services must include a hotline, provisions for emergency housing, and emergency accompaniment for victims of sexual and/or domestic violence.

Provisionally accredited agencies have up to six months from the time of receiving provisional accreditation status to submit a Plan of Action that will be used to comply with all unmet criteria. Agencies will then have up to 12 months from the time of receiving provisional accreditation status to document that the Plan of Action has been followed and that the Professional Standards are being met. Plans of Action and associated timelines are the responsibility of the applicant agencies. The Coordinator will also provide periodic updates to the PSC.

At any time during the 12-month period, documentation in response to Plans of Action may be submitted to the Coordinator, who will provide it to the PSC. The PSC will review the information and may vote to change the applicant's status from provisionally accredited to fully accredited. In addition, as available, the PSC and the Team will provide support, assistance, and resources to provisionally accredited agencies as they endeavor to become fully accredited.

**Denied:**

The PSC will deny accreditation status to any agency that does not, at a minimum, demonstrate that they provide 24-hour crisis intervention services to all victims of sexual and/or domestic violence in their communities, and that these services are confidential and free of charge. Crisis intervention services must include a hotline, provisions for emergency housing, and emergency accompaniment for victims of sexual and/or domestic violence.

Additionally, the PSC will deny accreditation to any provisionally accredited agencies that do not submit Plans of Action within six months of receiving the provisional accreditation status or do not meet the requirements of the Professional Standards within 12 months from the time of receiving provisional accreditation status.

Denied applicants may be given preference to apply during the next application cycle. As available, support, assistance, and resources will be provided to agencies in preparing for future applications.

**F. Plans of Action**

Applicants are encouraged to submit Plans of Action and timelines for any unmet standards at the time of application. In addition, Plans of Action may be requested at any time by the PSC or the Team.

As previously noted, provisionally accredited agencies have up to six months from the time of receiving provisional accreditation status to submit a Plan of Action that will be used to comply with all unmet criteria. Agencies will then have up to 12 months from the time of receiving provisional accreditation status to document that the Plan of Action has been followed and that the Professional Standards are being met.

## G. Change in Status

The PSC may change a status from provisionally accredited to fully accredited once the agency meets 100% of the Professional Standards. The PSC may request a site visit prior to granting a change in status, which will be completed by the Consultant.

## V. Status Determination Appeals

Agencies may initiate an appeal of any PSC status determination by submitting a letter of appeal via email to the Coordinator at [sdvstandards@dcjs.virginia.gov](mailto:sdvstandards@dcjs.virginia.gov).

The appeal process will operate in accordance with the procedures specified in the **Professional Standards Appeals Procedures**.

**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)**<sup>1</sup> 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.
5. There should be specifics as to some continuing education topics, such as refreshers on confidentiality.

<sup>1</sup> 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.**

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.
6. There should be a requirement for a grievance policy for staff, which should include information as to how to contact the Board.

**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.**

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.

**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?

**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.**

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?
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?
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](http://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 3<sup>rd</sup> 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?
8. Should we add a requirement for a policy regarding transportation services regarding if, when, and how agencies might transport clients?