

# Virginia Sexual and Domestic Violence Program Professional Standards Committee

## Meeting Minutes

September 27, 2023, 10:00 a.m. – 4:00 p.m.

Tuckahoe – Henrico County Public Library

1901 Starling Drive

Henrico, Virginia 23229

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### Members Physically Present:

Judy Castele, Executive Director, Project Horizon

Cori Davis, Program Director, Bedford Domestic Violence Services<sup>1</sup>

Elvira De la Cruz, Chief Executive Officer, Latinos in Virginia Empowerment Center

Shel Douglas, Director, Fauquier County Social Services<sup>2</sup>

Nancy Fowler, Program Manager, Office of Family Violence, DSS<sup>3</sup>

Leonard Hall, Jr, Director, Millstone International Logistics<sup>4</sup>

Teresa McKensie, Assistant Director, Radford/Floyd Victim/Witness Assistance Program

Heather Sellers, Director, Bedford County Victim/Witness Assistance Program<sup>5</sup>

Kristina Vadas, Manager of Victims Services, DCJS

Ellen Wheeler, Assistant Director, Project Horizon<sup>6</sup>

### Members Virtually Present:

Tamy Mann, Director, Giles County Victim/Witness Assistance Program<sup>7</sup>

Jennifer Quitiquit, Director, Chesterfield County Victim/Witness Assistance Program<sup>8</sup>

Shelley Strain, Executive Director, Eastern Shore Coalition Against Domestic Violence<sup>9</sup>

### Member Absent:

Angela Blount, Associate Director, Virginia Sexual and Domestic Violence Action Alliance

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<sup>1</sup> Cori Davis arrived at 10:19a.m.

<sup>2</sup> Shel Douglas arrived at 10:51p.m.

<sup>3</sup> Nancy Fowler arrived at 12:00p.m.

<sup>4</sup> Leonard Hall, Jr. arrived at 10:35a.m.

<sup>5</sup> Heather Sellers departed the meeting at 3:00p.m.

<sup>6</sup> Ellen Wheeler arrived at 10:25a.m.

<sup>7</sup> Tamy Mann participated virtually due to illness.

<sup>8</sup> Jennifer Quitiquit participated virtually due a need to provide care to a family member.

<sup>9</sup> Shelley Strain participated virtually due to a need to provide care to a family member.

### **Professional Standards Team Members Present:**

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

### **Member of the Public Present:**

Cathy Easter, Executive Director, Safe Harbor

### **Welcome & Remarks**

The meeting was called to order at 10:16a.m. All Committee members who were present physically and virtually introduced themselves. In addition, the Professional Standards Team and the member of the public provided their names. At this point, there was not a quorum of voting members physically present, which is required under the Professional Standards Policy for Electronic Participation. Because of this, the Committee Chair did not begin with approval of the minutes from the previous meeting, but instead asked the Professional Standards Team to provide their updates.

### **Updates from the Professional Standards Team**

Andrea Sutton provided a brief update to the Committee regarding the third round of accreditation applications. She reported applications will be accepted through September 29<sup>th</sup>; and one application has already been submitted. In addition, she reported that certain process documents have been updated to reflect that members may be present while accreditation recommendation for their agencies are discussed.

### **Update on the Sexual and Domestic Violence Funding Formula Project**

Kristina Vadas provided an update on the Sexual and Domestic Violence Funding Formula Project. She stated that the goal of this project is to establish a funding strategy for sexual and domestic violence services that is fair, equitable, and ensures services across the Commonwealth. While the anticipated date for project completion is sometime in the Fall of 2023, Ms. Vadas informed the Committee that any new funding formula would not be used for the upcoming fiscal year.

### **Approval of Meeting Minutes**

After Ellen Wheeler arrived, a quorum of voting members was physically present. At that point, the minutes from the July 12<sup>th</sup> meeting were reviewed by the Committee members. A motion to approve the minutes was made by Ellen Wheeler, and Heather Sellers seconded the motion. After a vote, the minutes were unanimously approved.

## **Review of Accreditation Recommendation**

Amber Stanwix and Andrea Sutton conducted a review of an accreditation recommendation for the YWCA of Central Virginia. This agency was previously granted a status of provisional accreditation. After a presentation by the Professional Standards Team demonstrating that the agency now meets all the Professional Standards, Cori Davis made a motion to approve the accreditation status recommendation, and Ellen Wheeler seconded the motion. The Professional Standards Committee voted 10-0 to grant full accreditation status to the YWCA of Central Virginia as a dual sexual and domestic violence agency.

## **Professional Standards Revision**

Amber Stanwix and Andrea Sutton began this discussion by describing the process by which they developed their recommendations and questions. They explained that they received recommendations from current and former Committee members, as well as the public. In addition, they reviewed standards from 33 other states, the National CASA/GAL Association, and the National Children's Alliance, which covers child advocacy centers. Based on this, as well as their experiences and observations over the prior two years, they developed a series of recommendations and questions.

The Team then created a table listing each Professional Standard and then listing non-team recommendations, team recommendations, and questions.<sup>10</sup> They suggested that for the team recommendations, the Committee members could provide a yes or no decision, while there would be longer discussions about the non-team recommendations and the questions. In addition, the Team reminded the Committee that there will be multiple opportunities to review this information as the new Professional Standards Manual is drafted and revised. The Team then began the review of the Standards table.

### Standard #1

#### *Recommendations*

The Committee rejected Recommendation #1 and accepted Recommendations #2-#5.

#### *Questions*

For both Questions #6 and #7, the Committee members agreed that they would like to see language developed.

### Standard #2

#### *Non-Team Recommendations*

The Committee members agreed to Recommendation #1. Recommendation #2 sparked a robust conversation as to who should be subject to the training requirements, particularly in cases of

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<sup>10</sup> The table is attached to these minutes.

organizations in which there are multiple programs. The Committee agreed that anyone from the point of entry through to the program should be included, but those who work in separate programs should not.

### *Team Recommendations*

The Committee agreed to all Recommendations.

### *Questions*

While the Committee agreed that the suggestions laid out in Questions #6 and #7 are good ideas, they may not be workable in practice. However, they agreed that continuing education for Level 1 staff should be available and highly recommended. Given the answer to Question #8, Question #9 was no longer applicable.

### **Lunch**

The Committee broke for lunch at 11:57a.m. The meeting resumed at 1:02p.m.

### **Professional Standards Revision, Continued**

#### Standard #3

#### *Non-Team Recommendations*

For Recommendation #1, there was a great deal of discussion in terms of the availability of training for supervisors, as well as the associated costs. The Committee agreed that, while these are valid concerns, the associated measure cannot be eliminated. For Recommendation #2, it was agreed that those supervising Level 2 staff must also receive Level 2 training. Finally, for Recommendation #3, the Committee members decided that they would like to see language regarding a third level of training requirements for supervisors.

#### *Team Recommendations*

The Committee agreed to all Recommendations.

#### *Questions*

Question #13 and #14 were already discussed and so did not need further exploration. The Committee agreed that Questions #15 and #20 were good ideas, but probably not workable in practice. For Question #16, there was no identified need to have different requirements for supervisors and directors. Question #17 sparked another robust discussion about the responsibilities of the Professional Standards Team and the requirements of Standard #3. The Committee agreed to delete the language around providing ongoing support and guidance. In addition, a Committee member pointed out that adding a requirement for a grievance policy will negate some of the need for this measure. For Question #18, it was decided that an organizational

chart laying out lines of supervision must be provided. For Question #19, the Committee clarified that the purpose behind requiring an audit was to ensure that an agency is professionally run and that audits are being conducted. Finally, for Question #21, the Committee agreed to require language that by-laws should specify the number of times per year that a board of directors should meet.

#### Standard #4

##### *Non-Team Recommendations*

Recommendation #1 sparked a lengthy discussion over what is currently covered by criminal background checks and what would be added by using fingerprinting. A member of the Committee pointed out that a fingerprint check could reveal criminal histories from the few states that are not covered by a Virginia Criminal Information Network (“VCIN”) check. Another member raised the issue of costs associated with adding the fingerprint check. Ultimately, the Committee decided not to make this a requirement, but to add it as a recommendation for best practices. The Committee also agreed to add the appropriate clarifying language as suggested in Recommendation #2.

##### *Team Recommendations*

The Committee agreed to all Recommendations.

##### *Questions*

For Question #5, the Committee agreed that the Professional Standards Team is not required to review personnel files. Rather, the Team can trust the agency’s declaration that background checks have been performed. Question #6 was covered by the discussion surrounding Recommendation #1.

#### Standard #5

##### *Team Recommendation*

The Committee agreed to this Recommendation.

##### *Questions*

When looking at Question #2, the Committee agreed that it is up to the agency to determine how often it is reviewing data. However, for Question #3, the Committee members decided to add language regarding accuracy, trends, and program planning to the measure concerning data review. In terms of the record retention policy for Questions #4 and #5, the Committee agreed that the policy does have to address how and when records must be destroyed. Finally, the Committee decided to add the word “current” to describe the VAWA confidentiality standards.

## Standard #6

### *Team Recommendations*

The Committee agreed to all Recommendations; but stated that any requirements for release of information forms must be consistent with resources provided by other agencies.

### *Question*

For Question #6, the Committee agreed that client files must be protected from fire.

## Standard #7

### *Non-Team Recommendations*

For Recommendation #1, the Committee agreed to reverse the order of the measures and add language to specify that cultural humility must be displayed specifically regarding the populations listed. The Committee decided to disregard Recommendation #2.

### *Team Recommendation*

The Committee agreed to this Recommendation.

## **Discussion Regarding How to Proceed/Meeting Dates**

The Committee agreed that it would be ideal to meet before the end of the year in order to complete the initial review of the Professional Standards table. The members selected December 14<sup>th</sup> as the date of the next meeting. This meeting will be held virtually.

## **Public Comment**

Cathy Easter urged the Committee to consider whether the Professional Standards should include limitations on agencies providing services outside of their service areas.

## **Closing Remarks**

Nancy Fowler informed the Committee members that she will be departing from the Committee and that the Virginia Department of Social Services will have a new representative appointed to the Committee beginning in 2024.

The meeting adjourned at 3:40p.m.

## **Future Meetings**

- December 14, 2023, 10:00a.m. to 4:00p.m., Virtual Meeting

**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>11</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.

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<sup>11</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.**

- 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](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?

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

