

SEXUAL AND DOMESTIC VIOLENCE PROGRAM PROFESSIONAL STANDARDS COMMITTEE

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Markella Maschas, VDSS
Kristina Vadas, DCJS*

DCJS Professional Standards Team

*Amber Stanwix
Andrea Sutton*

Sexual and Domestic Violence Program Professional Standards Committee Meeting August 7, 2024 • 10:00a.m. – 3:00p.m. Tuckahoe Branch – Henrico Public Library

- **Welcome & Roll Call (5 minutes)**
 - *Judy Castelee, Committee Chairperson*
- **Approval of May 8, 2024 Minutes (5 minutes)**
- **Professional Standards Update (5 minutes)**
 - *Andrea Sutton*
- **Review of Accreditation Application documents (10 minutes)**
 - *Amber Stanwix and Andrea Sutton*
- **Review of Agencies for Accreditation (1 hour)**
 - *Amber Stanwix and Andrea Sutton*
- **Lunch (1 hour)**
- **Review of Agencies for Accreditation (1 hour)**
 - *Amber Stanwix and Andrea Sutton*
- **Selection of Next Meeting Date (5 minutes)**
- **Public Comment (5 minutes)**
- **Closing Remarks (5 minutes)**
 - *Judy Castelee, Committee Chairperson*

**Virginia Sexual and Domestic Violence Programs
Professional Standards Accreditation Application**

Thank you for completing the Professional Standards Application. You will receive a confirmation email upon receipt of your completed application and will be given an opportunity to print or copy/paste the information provided in your application.

Agency Name: _____

Agency Contact:

Name: _____

Title: _____

Email: _____

Phone: _____

Address: _____

Type of Program: *(select all that apply)*

Private Non-Profit

Public or Governmental Agency

Program within Umbrella Agency

Other (describe): _____

The Agency is:

Sexual Assault Crisis Center

Domestic Violence Program

Dual Agency

Other (describe): _____

The year your agency was established: _____

Responses to the questions in this application should reflect either calendar year or fiscal year information. *(select which your responses will reflect)*

Calendar year (list year) _____

Fiscal year (list year) _____

Localities served by your agency: *(list all localities – counties/cities/towns – to which your agency provides services)*

Indicate the number of full time equivalent (FTE) paid staff and the number of volunteers at your agency:

FTE paid staff _____

Volunteers _____

The information reported in this application is accurate and complete to the best of my knowledge. *(Sign using mouse, mouse pad, or finger on touch screen)*

Signature: _____
Date signed: _____

Application Questions

Instructions: Please keep your answers concise and do not exceed 2,500 characters (including spaces) per response. All questions require a response, so please indicate "not applicable" if a question does not apply to your agency/organization.

If you are seeking accreditation as a dual sexual and domestic violence agency, you must provide information regarding the services offered by both aspects of your program.

Administration

Standard #1

1. Please provide a brief history of your organization. Describe your service area and how you ensure that services are available to each area. The Professional Standards Team will also view your agency's website and social media, if available.
2. Are any fees charged for your crisis intervention, advocacy, or engagement services?
3. How do you ensure that your staff receives training on civil rights, diversity issues, and multicultural competency? Be specific.
4. If your agency defines your service population within a specific client group, please provide the rationale for this selectivity.

Standard #2

5. Describe your onboarding training process, including the number of hours required, for new staff and volunteers. Be specific.
6. Describe your continuing education training process, including the number of hours required, for staff and volunteers. Be specific.
7. Describe the ongoing training process for supervisors, including how this supports their management, supervision, and trauma stewardship responsibilities.
8. In the past year, have you made any exceptions to the training requirements? If so, please explain why.

Standard #3

9. How often do supervisors meet with staff?

10. How does your agency ensure there is no interruption of core services in the event of (a) a reduction or discontinuation of funding, and (b) an event that may disable power or prevent transportation? Core services include a hotline, provisions for emergency housing, and emergency accompaniment for victims of sexual and/or domestic violence.

11. How are staff made aware that they have the option to grieve to the board of directors if they are not satisfied with a grievance response from agency leadership? Have all staff been provided with the contact information for the Chairperson of the board to facilitate this process?

Standard #4

12. Describe your process for board orientation and training. Be specific.

13. How many training sessions are provided for the board of directors' ongoing development each year?

14. What is the process for having the board of directors review all agency policies every three years? How is this documented?

Standard #5

15. How often are your background and driving record checks updated?

Standard #6

16. How is your crisis intervention, advocacy, and engagement data entered? Is your data entry compliant with current Violence Against Women Act (VAWA) confidentiality standards?

17. What is the review process for your data? How is the data collected used in program planning?

Standard #7

18. Describe the safeguards for client records/files against (a) unauthorized access, (b) fire, (c) loss, or (d) other hazards. Be specific.

Standard #8

19. Describe how your agency demonstrates cultural humility in its sexual and/or domestic violence service delivery. For example, have you changed your service practices because of any training information you have received?

20. Can you explain how individuals with limited English proficiency receive services from your agency from the time of first contact through the entire process? For example, if I

speak Portuguese, how do you ensure that I receive culturally appropriate services in my own language?

Crisis Intervention

Standard #10

21. Describe how all survivors seeking assistance from advocates providing crisis intervention services, risk assessment, safety planning, information, shelter, and referrals receive those services: a) during regular business hours, b) during nights/weekends, and c) during agency observed holidays.

Standard #11

22. What is your agency's protocol for ensuring that survivors in your community have 24/7 access to accompaniment services when they access emergency medical systems?

23. What is your agency's protocol for ensuring that survivors in your community have 24/7 access to accompaniment services when they access emergency judicial systems?

Standard #11

24. How does your agency provide shelter to survivors and their families who are in imminent danger? What happens when shelter requests cannot be met, or the request originates outside of your service area?

25. If your agency maintains an emergency shelter that does not meet the requirements of the Americans with Disabilities Act, what is the process to secure accommodations appropriate to meet the needs of a client with disabilities?

Advocacy

Standard #13

26. Describe the range of individualized advocacy services provided by your agency. These must, at a minimum, include justice system advocacy, case management, supportive counseling, and referral resources

Standard #15

27. How does your agency identify the diverse needs of the community? Describe at least two methods.

28. What are the identified populations within your service area who may need specialized advocacy services or population-specific interventions?

29. Regarding the populations identified in the previous question, how has your agency worked to provide a range of specialized advocacy services to those populations?

Engagement

Standard #16

30. Please describe the outreach activities promoting your agency's services completed by your staff or volunteers in the past year. These may include tabling at community events, flyers or brochures, speaking engagements, prevention activities or initiatives, etc.

31. How does your agency engage in initiatives and activities that raise awareness, advocate for survivor access to resources, promote systemic change, and support the development of healthy relationships and healthy sexuality (e.g., National Night Out with local police, awareness month activities)?

32. Describe your collaborative work with other local service providers in meeting the needs of sexual and domestic violence survivors.

Standard #17

33. Describe the role your agency plays in the sexual and/or domestic violence focused community groups within your service areas (Domestic Violence Council, Sexual Assault Response Teams, Inter-Agency Councils, or others).

34. Describe the training or education presentations relating to sexual or domestic violence that your agency has provided to allied professionals in the past year.

ATTACHMENTS

Instructions: For all uploaded files, please include your agency or organization name in the file name so we can easily identify them as belonging with your application. A file is required to be uploaded for each question. If you do not have a requested document, you may upload a document that states "our agency does not currently have this document" or a similar statement.

Administration

Standards #1- #9

1. The agency's non-discrimination policies for staff and client services.

2. The 2021 U.S. Census Bureau Quick Facts for the three localities that your agency serves most frequently.

The U.S. Census Bureau Quick Facts can be found at:
<https://www.census.gov/quickfacts/fact/table/US/PST045221>.

To create a document that can be attached, enter in the name of the applicable county, city, or town at the top left of the page, click on “More” at the top right of the page, select “Print”, and then print the table to a PDF document.

If your agency serves fewer than three localities, include the Quick Facts for only the number of localities that your agency serves.

3. A policy specifically affirming that staff, board of directors (or similar advisory group), and volunteers should reflect the diversity of the community that your agency serves.
4. A written training plan that meets the requirements of the Training Matrix.
5. A written staff grievance policy.
6. By-laws for Board of Directors (*nonprofit agencies only*).
7. Policy/plan for obtaining a criminal background check for all staff, interns, and volunteers; and a Virginia Child Abuse and Neglect Central Registry check for all staff, interns, and Level 2 volunteers, and those Level 1 volunteers who may engage with children.
8. Data report of client demographics.
9. A written language access plan, which includes the provision of relay services for the Deaf or hard of hearing.
10. Written documentation that informs clients of their rights, including the right to self-determination.
11. A written client grievance policy that is available to each agency participant.

Crisis Intervention

Standard #12

12. Written protocol for addressing shelter requests, including those that cannot be met and those that originate outside your service area. These protocols must include collaborative efforts across agencies to directly connect survivors in imminent danger to appropriate resources.

Plans of Action

Applicants are encouraged to submit plans of action and timelines for any unmet standards at the time of application. Agencies that do not meet 100% of the Professional Standards may be Provisionally Accredited. See the Professional Standards Guidelines for Processes and Procedures on the Professional Standards [website](#) for additional information.

To include plans of action and timelines for unmet standards with your application, please upload them into the fields below.

Plans should (a) include specific objectives and the tasks necessary to accomplish those objectives, (b) name the individuals or groups responsible for each task, (c) provide dates by which tasks will be completed, and (d) specify how success will be measured or gauged, if appropriate.

(Allows for up to 5 items to be uploaded)

Completion Page

Thank you for completing the Professional Standards Application. You will soon receive a confirmation email upon receipt of your application.

Allows application to be printed from this page.

Emails applicant to their email address and BCC to sdvstandards@dcjs.virginia.gov that their application was successfully submitted.

Provides a link where they can submit an application fee using this link:
<https://www.dcjs.virginia.gov/credit/apprtransactions/>

Professional Standards Accreditation Site Visit Checklist

Completed onsite by Professional Standards Compliance Coordinator

Administration

- Standard #1** – Observe agency facilities to ensure that inclusions are noticeable (e.g., signage, pictures, materials).
- Standard #2** – Documentation that training requirements have been met for the most recently hired staff and the most recent volunteers.
- Standard #2** – Training log for one staff member who has been at the agency for at least a year.
- Standard #2** – Training log for one volunteer who has been at the agency for at least a year.
- Standard #3** – Show recent audit and financial policies.
- Standard #3** – Show a sustainability plan with projected revenues and expenditures for the 36 months of operation following the submission of the application for accreditation.
- Standard #3** – Show a written succession plan for the Executive Director (or other agency leadership) position.
- Standard #3** – Show personnel policies.
- Standard #3** – Show job descriptions for all staff, intern, and volunteer positions.
- Standard #3** – Show procedures for staff that include instructions for responding to potential emergencies.
- Standard #3** – Show documentation that fire, tornado, bomb threat, and intruder drills have been conducted annually.
- Standard #4** – Show job descriptions for board members (*nonprofit agencies only*).
- Standard #4** – Show the written process for the selection of board members, including those who reflect the diversity of the communities served (*nonprofit agencies only*).
- Standard #4** – Show the written plan for board training (*nonprofit agencies only*).
- Standard #5** – Show where the state and federal regulations are posted.
- Standard #5** – Show the written policy/plan for obtaining a driving record from the Virginia Department of Motor Vehicles for those staff, volunteers, or interns who will be transporting clients.
- Standard #5** – Show the written ethical behavior policy.
- Standard #6** – Show the record retention policy.
- Standard #7** – Show operational procedures on client record/file security, maintenance, and access by individuals other than the client.

- Standard #7** – Show the written policies/procedures regarding how the agency assures compliance with applicable legal requirements regarding confidentiality.
- Standard #7** – Show the informed, written, and reasonably time-limited client release of information form.
- Standard #7** – Show the written policy to respond to subpoenas, court orders, and other legal processes.
- Standard #7** – Show the written policy addressing the security of home computers, laptops, smart phones, virtual private networks, cloud computing, hotline routing, etc. for any staff who telecommute, including how access is terminated for staff who leave the agency.

Crisis Intervention

- Standard #10** – Show data report of crisis intervention services provided.
- Standard #11** – Show data report of accompaniments services requested and provided.
- Standard #12** – Observe the first aid supply kit.
- Standard #12** – Show data report of emergency shelter services requested and provided.

Advocacy

- Standard #13** – Show data report of advocacy services requested and provided.
- Standard #14** – Show a current memorandum of understanding (MOU) with relevant community partner(s) (i.e., medical provider, justice system).
- Standard #14** – Show a physical or digital resource list with financial, healthcare, mental health, culturally specific, social service, and other resources.

Engagement

- Standard #16** – Show data report of community engagement and outreach activities provided.
- Standard #17** – Show an example of training materials as they apply to community outreach.