



## BRIEF SUMMARY OF STANDARDS

### Program Standards for Serving Victims & Survivors of Crime

#### Section I: Scope of Services

PROGRAM STANDARD 1.1: A written guideline describes the program’s mission, goals, and objectives.

PROGRAM STANDARD 1.2: A written guideline describes the geographic area and types of people served by the program.

PROGRAM STANDARD 1.3: A written guideline requires that all program procedures operate in accord with applicable government laws and regulations, as well as within policy guidelines for any overarching agency or institution.

PROGRAM STANDARD 1.4: A written guideline requires all program staff, while serving in the professional role, to abide by applicable local, state, and federal laws.

PROGRAM STANDARD 1.5: A written guideline requires all program staff, while serving in the professional role, to abide by a code of ethics adopted by the program.

#### Section II: Coordinating Within the Community

PROGRAM STANDARD 2.1: A written guideline describes the program’s methods for maintaining geographic accessibility of services and accessibility over time, including

- Accessibility of location appropriate to service goals.
- Accessibility of services to persons with disabilities and specific needs.
- Provision of public information on hours of program operation and types of services offered.
- Provision of information about eligibility criteria to the public.

PROGRAM STANDARD 2.2: A written guideline specifically describes the program’s policy on nondiscrimination in service provision.

PROGRAM STANDARD 2.3: A written guideline describes the program's procedures for assessing and maintaining equal access to service.

PROGRAM STANDARD 2.4: A written guideline describes the program's procedures for assessing safety, security, and maintenance of service premises. Things to be addressed include, as applicable,

- Maintenance of physical premises.
- Safety and security of grounds and interior for those served and staff.
- Safety of transportation (if any) provided by staff to those served.
- Safety and security of phone, mail, and electronic communications with those served.

PROGRAM STANDARD 2.5: A written guideline describes program procedures for communication and collaboration with other providers.

PROGRAM STANDARD 2.6: The program conducts ongoing education and outreach in the community, as demonstrated through a written guideline describing procedures or through clear, documented evidence of efforts within the past year. Elements might include, as appropriate to program goals,

- Prevention/education.
- Training for other professionals.
- Public relations.
- Social change advocacy.

### Section III: Direct Services

PROGRAM STANDARD 3.1: A written guideline gives a general list of individual victim services provided by the program, including descriptions of any guidelines on the timing and duration of services.

PROGRAM STANDARD 3.2: A written guideline outlines resources and procedures for providing information on justice interventions.

PROGRAM STANDARD 3.3: A written guideline outlines resources and procedures for addressing victim/survivor crisis situations.

PROGRAM STANDARD 3.4: A written guideline describes procedures for addressing imminent danger, stalking, and intimidation of victims/survivors and/or witnesses.

PROGRAM STANDARD 3.5: A written guideline outlines written information to be provided to the victim/survivor on initial contact and/or throughout the service process.

### Section IV: Privacy, Confidentiality, Data Security, and Assistive Technology

PROGRAM STANDARD 4.1: A written guideline describes the program's procedures for maintaining client privacy, including

- Terms of service.
- Methods used to identify, contact, and obtain information about service users.
- Nature of personal information that will be requested or obtained.
- Settings in which the victim/survivor will interact with program staff.
- Victim/survivor release of information.
- Ongoing procedures for privacy protection.

PROGRAM STANDARD 4.2: A written guideline describes the program's procedures for documenting service provision, including

- Dates of service provision.
- Staff member providing service.
- Individuals to whom services were provided.
- Types of service or referral provided.
- Content of interaction.
- Provisions for future or ongoing service.

PROGRAM STANDARD 4.3: A written guideline describes the program's procedures for storing and maintaining paper and electronic records, including

- Types of records to be maintained.
- Format in which records are maintained.
- Media and/or devices for short-term and long-term storage of records.
- Ongoing backup and security procedures to protect data.
- Methods for destroying records.
- Notice to the victim if sensitive data is stolen or if a data device is lost.

PROGRAM STANDARD 4.4: A written guideline describes procedures for maintaining confidentiality of records, including

- Clearly defined terms/limits of confidentiality.
- Disclosure of these terms to those served and to paid and unpaid staff.
- Confidentiality agreement forms between those served and providers.
- Confidentiality agreements between staff and the program.
- As applicable, policies/forms on confidentiality of interagency communications.

PROGRAM STANDARD 4.5: A written guideline describes procedures for service provision to individuals or groups via electronic technologies, including

- Whether specific technologies are permitted in service delivery.
- Rules of use and response protocols for such technologies.
- Pre-service and ongoing precautions for safety and security of electronic communications.

PROGRAM STANDARD 4.6: A written guideline describes procedures for service provision using assistive technologies, including

- Availability of such technologies in accord with requirements for program accessibility.
- Appropriate uses and precautions against misuse of assistive technologies.
- Procedures for making sure that staff are competent and that service users have ongoing access to the program via assistive technology.

#### Section V: Administration and Evaluation

PROGRAM STANDARD 5.1: A written guideline describes procedures for reviewing and revising program policies.

PROGRAM STANDARD 5.2: If the program is governed by a board of directors or guided by an advisory board, a written guideline provides a reasonable description of the board's

- Compliance with state laws/regulations.
- Roles and responsibilities.
- Procedures for review/revision of bylaws.

PROGRAM STANDARD 5.3: As applicable, the program has a fiscal management plan, including

- Documented compliance with fiscal and audit requirements.
- Maintenance of appropriate insurance policies.
- Maintenance of a bookkeeping system.

PROGRAM STANDARD 5.4: A written guideline describes program procedures for maintaining sufficient, continuous, and stable resources to achieve its specified goals.

PROGRAM STANDARD 5.5: A written guideline includes job descriptions for all administrative and program staff (paid and volunteer), including criteria for training/experience and (when applicable) placement within the organizational chain of supervision.

PROGRAM STANDARD 5.6: A written guideline describes rationale and procedures for staffing, including workload distributions and staff-client ratios.

PROGRAM STANDARD 5.7: A written guideline describes the program's schedule of salaries and benefits for paid and unpaid staff.

PROGRAM STANDARD 5.8: A written guideline describes the program's procedures for assessing and maintaining an environment of nondiscrimination in employment.

PROGRAM STANDARD 5.9: A written guideline prohibits sexual and other forms of unlawful harassment in the work place and provides a means by which harassment can be reported, including a means by which it can be reported if the offender is in the individual's chain of supervision.

PROGRAM STANDARD 5.10: A written guideline describes procedures for orienting paid and unpaid staff to personnel policies and policies on supervision.

PROGRAM STANDARD 5.11: A written guideline specifies code-of-conduct guidelines for on-the-job performance.

PROGRAM STANDARD 5.12: A written guideline describes training requirements for program staff (paid and volunteer), including

- A minimum of 20 hours pre-service training for all new staff whose positions will require access to confidential communications or client information.
- An additional 20 hours of training for new staff, documented within the first calendar year of service in the program.
- A minimum of 12 hours of ongoing professional development each calendar year of service.
- A clear outline of training content, including hourly requirements per topic.
- Approved methods of training delivery, including curriculum content and trainer qualifications.
- Criteria for documenting completion of training requirements.

PROGRAM STANDARD 5.13: A written guideline describes procedures for supervision of staff, including, as applicable

- Chain of supervision.
- Hourly/weekly requirements.
- Length of supervision
- Nature of supervision.
- Varying levels of supervision depending on work experience, training, and position in the program.
- Procedures for staff review.

PROGRAM STANDARD 5.14: As applicable, a written guideline describes procedures for volunteer management, including

- The program's philosophy on volunteer participation.
- Recruitment and placement.
- Job descriptions.

- Training and supervision.
- A system of recognition and reward.
- Recordkeeping on volunteer participation.

PROGRAM STANDARD 5.15: A written guideline describes program procedures for provider stress assessment and management.

PROGRAM STANDARD 5.16: A written guideline describes program procedures and/or criteria for recognizing and rewarding staff for good performance.

PROGRAM STANDARD 5.17: A written guideline describes the discipline system, including recordkeeping, due process, and appeals for disciplinary actions.

PROGRAM STANDARD 5.18: A written guideline describes procedures for termination of staff, including procedures for notifying staff and any postemployment review.

PROGRAM STANDARD 5.19: A written guideline describes the program's procedures for grievances filed by staff, including (as applicable)

- Matters for which grievances can be filed.
- Levels in the program or government to which the grievance may be filed and/or appealed.
- Description of the type of information to be submitted when filing a grievance.
- Procedural steps and time limitations for each level in responding to grievances and appeals.
- Any criteria for staff representation (e.g., on committee, legal counsel).
- Who among program staff coordinates grievance procedures.

PROGRAM STANDARD 5.20: A written guideline describes mechanisms for victims/survivors to lodge complaints regarding violation of rights, poor treatment by staff, or lack of appropriate service response.

PROGRAM STANDARD 5.21: A written guideline describes a plan for regular program evaluation, including

- Summary data on victims/survivors served and services rendered.
- Performance-based assessments of staff's service delivery.
- Measures of victim/survivor satisfaction with services.
- Periodic assessment of community service needs.
- Outcome-based assessment of victim service use.

PROGRAM STANDARD 5.22: A written guideline describes procedures for program closing or termination, including

- Notification of victims/survivors.
- Notification of staff and volunteers.
- Community notification.
- Records retention.

## **Competency Standards for Serving Victims & Survivors of Crime**

### Section I: Scope of Services

COMPETENCY STANDARD 1.1: The victim assistance provider adheres to legal, ethical, and behavioral standards of conduct in the helping relationship.

COMPETENCY STANDARD 1.2: The victim assistance provider describes the overall services of the victim assistance system in the geographic area served.

COMPETENCY STANDARD 1.3: The victim assistance provider describes the community's justice systems and their relation to public and private victim service programs.

COMPETENCY STANDARD 1.4: The victim assistance provider describes other service systems that impact victims/survivors in the geographic area served.

COMPETENCY STANDARD 1.5: The victim assistance provider describes the purpose of his/her program and its place within the justice and service systems of the community.

### Section II: Coordinating Within the Community

COMPETENCY STANDARD 2.1: The victim assistance provider coordinates with an array of individuals and organizations to address victim/survivor needs.

COMPETENCY STANDARD 2.2: The victim assistance provider collaborates on efforts to improve systems, laws, institutions, and policies that impact crime victims/survivors.

### Section III: Direct Services

COMPETENCY STANDARD 3.1: The victim assistance provider develops rapport and communicates effectively with victims/survivors.

COMPETENCY STANDARD 3.2: The victim assistance provider helps victims/survivors to identify appropriate resources.

COMPETENCY STANDARD 3.3: The victim assistance provider advocates appropriately for individual victims/survivors within the organization and the community.

COMPETENCY STANDARD 3.4: The victim assistance provider assists individual victims/survivors to address their traumatic responses to victimization.

COMPETENCY STANDARD 3.5: The victim assistance provider uses effective crisis intervention skills when confronted with a crisis situation.

COMPETENCY STANDARD 3.6: The victim assistance provider adequately prepares victims/survivors for interacting with justice and service systems.

COMPETENCY STANDARD 3.7: The victim assistance provider successfully advocates for victims/survivors in criminal justice settings (as appropriate to program goals).

COMPETENCY STANDARD 3.8: The victim assistance provider engages in ongoing support and follow-up for individual victims/survivors, families, and groups.

COMPETENCY STANDARD 3.9: The victim assistance provider uses specific interventions appropriate to the type of victimization.

#### Section IV: Privacy, Confidentiality, Data Security, and Assistive Technology

COMPETENCY STANDARD 4.1: The victim assistance provider uses information and technology in a manner that protects the privacy, security, and accessibility rights of victims/survivors.

#### Section V: Administration and Evaluation

COMPETENCY STANDARD 5.1: The victim assistance provider uses self-awareness to monitor and enhance his/her provision of services.

COMPETENCY STANDARD 5.2: The victim assistance provider competently responds to diverse and underserved victim/survivor populations.

COMPETENCY STANDARD 5.3: The victim assistance provider manages job-related stress.

COMPETENCY STANDARD 5.4: The director/administrator integrates general knowledge of organizational structure into program practices.

COMPETENCY STANDARD 5.5: The director/administrator engages in general administrative and managerial tasks.

COMPETENCY STANDARD 5.6: The director/administrator monitors and enhances program functioning through program evaluation.

COMPETENCY STANDARD 5.7: The director/administrator secures and manages resources to carry out program goals.

### **Ethical Standards for Serving Victims & Survivors of Crime**

#### Section I: Scope of Services

ETHICAL STANDARD 1.1: The victim assistance provider understands his/her legal responsibilities, limitations, and the implications of his/her actions within the service delivery setting and performs duties in accord with laws, regulations, policies, and legislated rights of persons served.

ETHICAL STANDARD 1.2: The victim assistance provider accurately represents his/her professional title, qualifications, and/or credentials in relationships with the people served and in public advertising.

ETHICAL STANDARD 1.3: The victim assistance provider maintains a high standard of professional conduct.

ETHICAL STANDARD 1.4: The victim assistance provider achieves and maintains a high level of professional competence.

ETHICAL STANDARD 1.5: The victim assistance provider who provides a service for a fee informs a person served about the fee at the initial session or meeting.

#### Section II: Coordinating Within the Community

ETHICAL STANDARD 2.1: The victim assistance provider conducts relationships with colleagues and other professionals in a way that promotes mutual respect, public confidence, and improvement of service.

ETHICAL STANDARD 2.2: The victim assistance provider shares knowledge and encourages proficiency in victim assistance among colleagues and other professionals.

ETHICAL STANDARD 2.3: The victim assistance provider serves the public interest by contributing to the improvement of systems that impact victims and survivors of crime.

### Section III: Direct Services

ETHICAL STANDARD 3.1: The victim assistance provider respects and attempts to protect the victim's or survivor's civil rights.

ETHICAL STANDARD 3.2: The victim assistance provider recognizes the interests of the person served as a primary responsibility.

ETHICAL STANDARD 3.3: The victim assistance provider refrains from behaviors that communicate victim blame, suspicion regarding victim/survivor accounts of the crime, condemnation for past behavior, or other judgmental, anti-victim sentiment.

ETHICAL STANDARD 3.4: The victim assistance provider respects the victim's right to self-determination.

ETHICAL STANDARD 3.5: The victim assistance provider avoids conflicts of interest and discloses any possible conflict to the program or person served, and also to prospective programs or persons to be served.

ETHICAL STANDARD 3.6: The victim assistance provider terminates a professional relationship with a victim/survivor when the victim/survivor is not likely to benefit from continued services.

ETHICAL STANDARD 3.7: The victim assistance provider does not engage in personal relationships with persons served that exploit professional trust or that could impair the victim assistance provider's objectivity and professional judgment.

ETHICAL STANDARD 3.8: The victim assistance provider does not discriminate against a victim/survivor or another staff member on the basis of age, race/ethnicity, language/literacy, sex, gender identity and expression, sexual orientation, ability/disability, social class, economic status, education, marital status, religious affiliation, immigration status, or HIV status.

ETHICAL STANDARD 3.9: The victim assistance provider furnishes opportunities for colleagues to access services if/when these colleagues become victims of crime or trauma.

#### Section IV: Privacy, Confidentiality, Data Security, and Assistive Technology

ETHICAL STANDARD 4.1: The victim assistance provider protects the privacy of the person served, adhering to the highest applicable standard of privacy.

ETHICAL STANDARD 4.2: The victim assistance provider preserves the confidentiality of information provided by the person served or acquired from other sources before, during, and after the course of the professional relationship.

ETHICAL STANDARD 4.3: The victim assistance provider makes good-faith efforts to make sure that services are accessible, suitable, and secure for clients from a variety of personal backgrounds.

#### Section V: Administration and Evaluation

ETHICAL STANDARD 5.1: The victim assistance provider reports to appropriate authorities the conduct of any colleague or other professional (including oneself) that is mistreatment of a person served or that brings the profession into dishonor.

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