

Michigan Department of Health and Human Services
Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board

Quality Assurance Standards
With Worksheets

October 2019

**Michigan Department of Health and Human Services
Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board
Quality Assurance Standards**

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In 1978, Michigan was the third state in the country to pass legislation making domestic violence a crime. The legislation also established the Michigan Domestic Violence Prevention and Treatment (MDVPTB), changed in 2012 to the Michigan Domestic and Sexual Violence Prevention and Treatment Board (Board). The governor appointed Board is mandated to develop standards for the implementation and administration of services and monitor organizations receiving funding.

Early advocates rallied to make monitoring a peer process. The Board agreed and peer review using the first quality assurance standards was established. With input from individuals representing Board funded organizations’ leadership and direct service workers; staff from the Michigan Coalition Against Domestic and Sexual Violence, now named the Michigan Coalition to End Domestic and Sexual Violence; Board members and staff; standards-based review site visits were first launched in the mid-1980s. With many revisions throughout the years, to this day Board quality assurance standards monitoring is a peer driven process that relies on staff currently working in or having extensive experience working in domestic and sexual violence service organizations.

This document represents the most recently revised Quality Assurance Standards (QAS). Like the documents that have come before, this too reflects input gained from organizations like yours.

The Quality Assurance Standards are a blueprint that guides you towards excellence in both services and administration. It describes what is expected and required of organizations receiving funds administered by the Board.

This document presents standards with questions, checklists, and an addendum aligned with individual standards to assist you in determining what is needed to meet each standard. In the addendum you will find links with valuable information to your organization’s board/governing body, you and your staff. The route to compliance and strong programming is clearly outlined in the standards and supplemental documents. Consistent and intentional use of the standards and detailed information will put you on a path towards excellence. The journey may be challenging, but the results will be exhilarating!

MDHHS Division of Victim Services
 Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
 Quality Assurance Standards ~ Instructions for Self-Evaluation

For each section:

1. Review: **Introduction, Summary of Standards, and Basic Considerations** for each section.
2. Answer: **Introductory Questions** at the beginning of each section. Please complete the questions either in narrative form or as bullet points
3. Evaluate: **Rating Level** for each of the DVS/MDSVPTB Quality Assurance Standards using the *Standards Rating Scale* noted below
 - Indicate the rating of 'Exceptional', 'Meets', 'Opportunity for Enhancement', 'Plans to Meet', 'Does Not Meet', or 'NA' on the self-rating line directly below each standard. **Note:** Some standards can only be rated as 'Meets' or 'Does Not Meet'

STANDARDS RATING SCALE

(E)	Exceptional <ul style="list-style-type: none"> • The standard is met in an excellent manner, i.e., a positive, creative, innovative approach that could be replicated
(M)	Meets <ul style="list-style-type: none"> • The organization is following the standard
(OE)	Opportunity for enhancement <ul style="list-style-type: none"> • The standard is minimally met • Efforts in this area need strengthening and further development • The organization is required to develop a response/plan upon receipt of the Quality Assurance Standards Review Site Visit Report
(P)	Plans to meet <ul style="list-style-type: none"> • The standard is not currently met but the organization has an acceptable written plan in place to attain compliance • The organization's action/compliance plan is attached
(D)	Does not meet <ul style="list-style-type: none"> • The standard is not met and there is currently not an acceptable plan to attain compliance • The organization is required to develop a response/plan upon receipt of the Quality Assurance Standards Review Site Visit Report
(NA)	Not applicable

4. Answer all questions under the **Narrative Response** section for each of the section's quality assurance standards. Please type your responses directly into the document.
5. Review the consolidated list of **Items to be Submitted Prior to Onsite Visit** located at the beginning of this document. Included are program policies, procedures, reports, forms, brochures, handouts, examples, and other items that provide background information, verification, and context for the peer review team prior to the visit. Leave the 1st column blank if item is attached. Type NA in the 1st column if item is not available. If item is included in another attached item such as the Board Manual, Standard Operating Procedure, or Personnel Policies, indicate the page or policy number in the 2nd column and which document in the 3rd column. Please note: Although only listed once, attached items are likely to be applicable to more than one standard and all items will be considered by the peer review team in their entirety when the team reaches a consensus rating for each standard. For each requested item there will be a corresponding standard section(s) and number(s) indicating the primary time(s) when the item will be considered. For example: Organization's bylaws *A1, A5, A6, A11, A11, D28*.
6. Prior to the peer review team's arrival, gather remaining **Items to be Available for Review Onsite** listed after the list of **Items to be Submitted Prior to Onsite Visit**. The peer review team will examine documents items while at your organization.

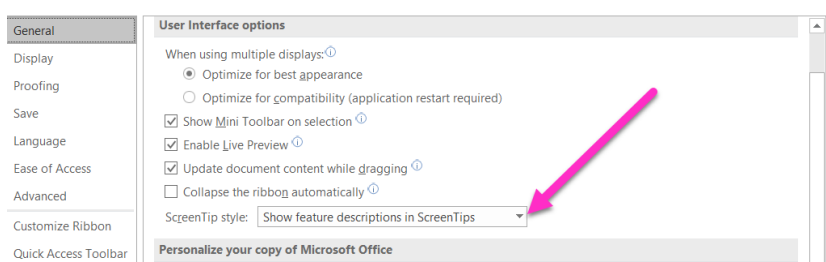
**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards ~ Technology Hints**

Narrative Response Boxes – Narrative response boxes are color coded when you hover your mouse over them. The purple shade is for the organization’s response, the red shades are for peer reviewer comments.

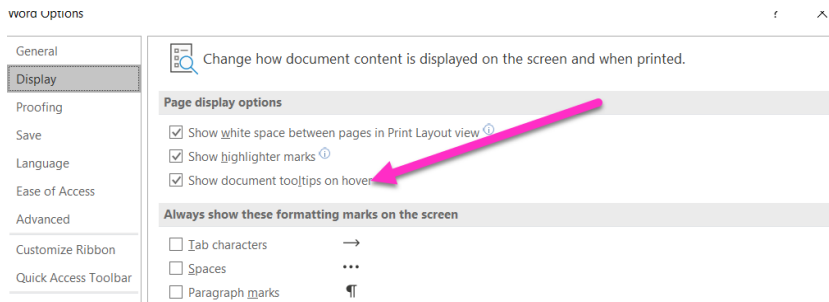
Links – Links are located throughout the QAS document which provide explanations or examples. The links connect to the addendum located at the end of the standards. Information may be accessed by clicking on the link and in some instances by hovering over the link where a screen tip may appear.

ScreenTips – To utilize the ScreenTip feature confirm the tool is activated by following the next two steps.

- Go to the “File” tab, select “Options”, on the “General” tab and then “User Interface Options” under “ScreenTip Style” make sure that “Show feature descriptions in ScreenTips” is selected.

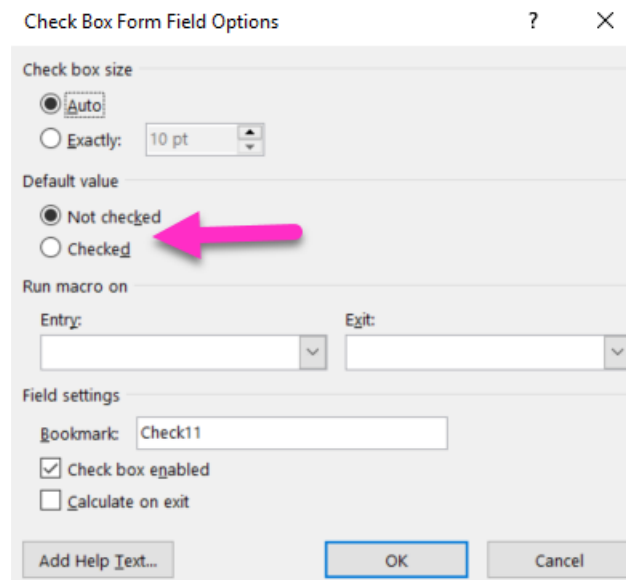


- Then, under “Options” select “Display” and make sure that “Show document tooltips on hover” is checked.



Check Boxes – There are two possible options on how to check boxes depending on the operating system being used. One is to double click on the box, and it will become checked, or double click the box to uncheck it. The other possible option is that when you click on the box, a dialogue box will pop up. You will be able to select “Check” or “Not checked”.

2nd Option



ITEMS TO BE SUBMITTED PRIOR TO ONSITE VISIT

Instructions:

Leave 1st column blank if item is attached. Type NA in 1st column if item is not available. If item is included in another attached item such as the Board Manual, Standard Operating Procedure, or Personnel Policies, indicate the page or item number in the 2nd column and which document in the 3rd column.

Blank or NA	Page #	Document	Item
Section A – Policy and Governance			
			Organization’s mission and/or purpose statement <i>A1, A9, C3</i>
			Organization’s values and/or philosophy statement <i>A1, A9, C3</i>
			Organization’s articles of incorporation <i>A1, A9, A12</i>
			Organization’s bylaws <i>A1, A5, A6, A11, A12, D28</i>
			Organization’s history <i>A1</i>
			Organization’s brochures <i>A1</i>
			Most recent annual report <i>A1, E4, E6</i>
			Evidence of nonprofit status, generally a letter from the Internal Revenue Service (IRS) indicating 501(c)3 or similar status <i>A1, A12, A15</i>
			Board of Directors/Governing Authority and committee minutes for the last twelve months <i>A2, A9, A11, B2, B16, B17, E7, E15</i>
			Long-range, strategic, and/or annual plans <i>A2, A13, B1, B6, C5, C10, D1, D2, D22, D30, D31, E2, E7, F1, G1</i>
			The Board of Directors/Governing Authority’s plans addressing leadership changes or other major transitions <i>A3</i>
			Policies developed, reviewed, revised and/or adopted by the Board of Directors/Governing Authority over the last year <i>A4</i>
			List of members of the Board of Directors/Governing Authority and committee members indicating the expertise and knowledge base they bring to the organization <i>A5, A12, A15</i>
			Chart identifying characteristics of the Board of Directors/Governing Authority <i>A7</i>
			The organization’s risk evaluation and management plan <i>A10</i>
			Board of Directors/ Governing Authority manual <i>A11</i>
			Board of Directors/Governing Authority job descriptions <i>A11</i>
			Board of Directors/Governing Authority monitoring calendar or similar tool <i>A11</i>
			Code of ethics policy <i>A11</i>
			Conflict of interest policy <i>A11</i>
			Most recent Board of Directors/Governing Authority self-evaluation <i>A11</i>
			Documentation of the Board authorizing individuals to enter into contracts <i>A11</i>
			Organizational chart <i>A12, B18, C12, C20, C21, CSANE16, CSANE17, CTSH10, D14, D32, E12, F6, G22</i>
			Evidence that the governing body evaluates the organization <i>A12</i>
			Written complaints from applicants for employment or service participants including the organization’s written response. <i>A14</i>
			Evidence that specialized training exists for Board of Directors/Governing Authority members, the content of which includes board members responsibilities; the organization’s mission, philosophy, and function; general knowledge of domestic and/or sexual violence and empowerment philosophy; an orientation to funding sources, budgets and financial statements including audits; and the MDHHS Division of Victim Services/Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB) philosophy <i>A15</i>
Section B – Financial Management			
			Current approved operating budget including program budgets <i>B2</i>
			Board adopted accounting, financial management, and/or related policies <i>B3, B4, B6, B7, B8, B13, B14, B21</i>
			Monthly financial statements for the last 12 months <i>B4, B5, B7 B14, E7</i>
			Chart of accounts <i>B6</i>
			Minutes of committee meetings related to financial oversight <i>B6, B16</i>
			Written description of the organization’s segregation of duties related to internal controls <i>B9</i>
			Most recent audit conducted by independent accountant <i>B10, B14</i>
			Auditor’s letter summarizing findings and recommendations to the Board of Directors/Governing Authority <i>B10</i>
			Records management policy (including electronic records) <i>B12, C16, C14</i>

		File retention and destruction policy (paper and electronic) B12
		Form 990 and extensions filed for most recently completed fiscal year B13
		Documentation indicating cost(s) by program or service area/cost center within an identified area B15
		Fringe benefit package B17, D20
		Salary range schedule B17, D20
		Staff and volunteer job descriptions (One for each staff and/or volunteer job position) B18, C12, C21, CSANE16, CSANE17, CTSH10, D14, D16, D8, D17, D32, E12, E15, F6, G22
		Documentation of liability insurance B19
		Documentation of professional liability insurance B19, D33
		Documentation of director and officer liability insurance B19, D33
		Documentation of fraud/employee theft insurance B19, D33
		Documentation of non-owned auto insurance B19, D33
		Documentation of other insurances , if applicable B19, D33
		Documentation of privacy and security (cyber) liability insurance coverage B19, D33
		Documentation of worker's compensation coverage B20, D33
		Documentation of unemployment insurance coverage B20, D33
Section C – Program Administration and Service Delivery		
		Service delivery philosophy C1, C23
		Communicable diseases and/or HIV/AIDS policy C1, C23
		Conflict resolution policy C1, C23
		Ethical guidelines for staff and volunteers C1, C23
		Loan of money policy C1, C23
		Policy regarding provision of services to minors C1, C23
		Policy related to reporting suspected child abuse and/or neglect to Children's Protective Services C1, C23
		Service to clients who are addicted to alcohol and/or illegal drugs policy C1, C23
		Service to clients who are mentally ill policy C1, C23
		Sexual harassment and exploitation policy C1, C23
		School attendance policy C1, C23
		Shelter of children when adult resident does not have legal custody policy C1, C23
		Client eligibility policy and/or criteria C2
		Forms used to document client eligibility C2
		Welcome/orientation packet(s) given to clients for each program C3, C4, C13
		Plans for service delivery if separate from above C5
		Written goals, objectives, and/or plans for the 24-hour crisis/hotline if not included in above C5, C6
		Confidentiality policy C8, C22
		Security of client data policy C8
		Proof of current certificate of firewall/data security C8
		Acceptance of legal documents policy C8, C22
		Changes to client related policies in the past year C9
		Policies, procedures, and practices related to accommodating individuals seeking assistance including federally required LEP and 4 Point Analysis C10
		Brochures and outreach materials which identify services provided and/or available accommodation(s) C10
		Intake policy C11
		Copy(ies) of blank intake forms for each program C11, CSANE10, CTSH2
		Client rights policy C12
		Client grievance procedure C12
		Policy on orientation of service participants to the organization and available services C13
		Copies of blank forms used in residential, non-residential, and SANE client files C14, CSANE10, CTSH2
		Written policy on writing case notes and case note review C14
		Case review policy C15
		Case closure policy C16
		Units of service chart (<i>Part of pre-review packet – Please remember to note clients not in-service area in the "other" column</i>) C17, C19
		Service delivery plan that describes how the organization serves survivors from their designated geographic area served and how they serve those referred from other areas C17
		Policy regarding service to clients referred from other geographic areas C17

		Policy regarding transfer of clients to another domestic violence and/or sexual assault service provider C17
		Documentation related to analysis of service delivery C18
		Aggregate client feedback information for each program area C18
		Community survey results C18
		Policy on statistical documentation and reporting C19
		Copies of blank client feedback/program evaluation forms and analysis information including aggregate data C19
		Program evaluation and analysis information including aggregate data C19
		Statistical report(s) indicating numbers served and level of service provided for each program area C19
		Chief Executive Officer/Executive Director job description C20
		None Note: <i>Information regarding accuracy and timelessness of report will be provided by DVS/MDSVPTB.</i> C20
		Release of information policy, written procedure, and/or practice C22
		Blank release of information forms C22
Sub section C-SANE – Sexual Assault Nurse Examiner Program		
		Goals, objectives, and plans related to Forensic/Medical Examination (FME) program CSANE1
		SANE confidentiality release/forms CSANE2
		SANE program policies CSANE2, CSANE8, CSANE11
		SANE patient/survivor packet CSANE3
		SANE Standard Operating Procedures/Manual , if applicable CSANE3, CSANE4, CSANE5, CSANE6, CSANE8, CSANE9, CSANE10, CSANE18
		SANE brochures, flyers, etc. CSANE5, CSANE6, CSANE10
		Statistical report(s) identifying numbers served and level of service provided CSANE5, CSANE6
		Meeting minutes and/or records of community collaborative groups , task forces and/or advisory boards working on systems change CSANE12, CSANE13, CTSH10, F2, F3
		Evaluation of SANE program administration and service delivery CSANE15
		Blank SANE patient/survivor feedback forms CSANE15
		Aggregate summary of SANE patient/survivor feedback forms and other evaluations CSANE15
		Resume and curriculum vitae of SANE program clinical supervisor CSANE16, CSANE17
		Written agreements for SANE services CSANE16, CSANE17
Sub section C-TSH – Transitional Supportive Housing		
		Goals, objectives, and plans specific to TSH program CTSH1
		TSH brochures, flyers, etc. CTSH2
		Statistical report(s) identifying numbers served and level of service provided CTSH2, CTSH9
		TSH application packet CTSH2
		TSH welcome packet CTSH2
		Health, safety, and/or fire inspection (s) of TSH units CTSH2
		Changes to rules, guidelines, and/or expectations for the TSH program in the past year CTSH4
		TSH program policies CTSH4
		TSH Standard Operating Procedures/Manual , if applicable CTSH4
		Non-discrimination and/or affirmative action policy CTSH4, D3, D4
		Training records for staff (<i>If available electronically</i>) CTSH8, D9, D25, D26
		Training curriculum/manual for staff and volunteers (<i>If available electronically, otherwise onsite</i>) CTSH8, D24
		Handouts from training sessions (<i>If separate from curriculum/manual</i>) CTSH8, D24
		Current agendas of training sessions CTSH8, D24
		Evaluation of TSH program administration and service delivery CTSH9
		Blank TSH client feedback forms CTSH9
		Aggregate summary of TSH client feedback forms and other evaluations CTSH9
Section D – Staff and Volunteer Management		
		Goals, objectives, and plans specific to the administration and management of staff, (if not included above) D1
		Goals, objectives, and plans specific to the administration and management of volunteers, if not included in above D2

		Access for persons with special needs including those who use wheelchairs, are partially sighted, blind, hard of hearing, or deaf policy D3, D4
		Access to personnel files policy D3
		At will employment policy D3
		Background check(s) policy D3, D4, D5, D6, D7, D8
		Benefits policy D3
		Conflict of interest policy D3, D4, D5, D6
		Domestic violence and/or sexual assault policy D3, D4, D7, D8
		Educational assistance and conference attendance policy D3, D4
		Employee status, exempt/non-exempt, full-time/part-time, and benefits eligibility policy D3
		Employee orientation/development/training requirement policy D3, D9, D24, D25
		Equipment, internet, phone use policy D3, D4
		Family Leave Act policy, if applicable D3
		Grievance and appeal procedures D3, D4
		Holidays policy D3
		Nepotism policy, i.e., individuals will not be hired or supervised by a person who is related D3, D4, D5, D6
		Performance appraisals policy for staff D3, D9, D10, D11
		Personal, emergency, disability, sick, family (medical), jury, military leave, and/or paid time off policy D3
		Personnel files maintenance policy for employees D3
		Personnel Policies D3, D7, D8, D11, D33
		Policy describing method of salary progression D3
		Policy identifying who has hiring & firing authority of staff D3, D28
		Salary range policy D3
		Sexual harassment policy D3, D4
		Sick leave accrual and use policy D3
		Substance abuse including testing policy D3, D4
		Termination procedures policy D3, D11
		Travel reimbursement policy D3, D4
		Working hours, overtime, and paydays, documentation policy D3
		Workplace violence policy D3, D4
		Ethical behavior policy including D4, D3, D33 <ul style="list-style-type: none"> • Confidentiality • Expectations of involvement when attending conferences/training paid for by the organization • Outside work including domestic violence and/or sexual assault consulting work for which an employee might be paid by someone other than the organization • Relationships with clients • Substance abuse • Treatment of clients • Use of materials and equipment which belong to the organization • Other ethical issue of importance to the organization
		Access to volunteer files policy D4
		Performance appraisals policy for volunteers D4
		Personnel files maintenance policy for volunteer files D4
		Personnel Policies if applicable to volunteers D4
		Policy identifying who has authority to engage/dismiss volunteers D4
		Procedures related to dismissing volunteers D4
		Volunteer orientation/development/training policy(ies) D4, D10, D24
		Volunteer manual and/or policy(ies) D4, D8, D11, D33
		Training records for volunteers <i>(If available electronically)</i> D10
		Progressive discipline, if applicable D11
		Policies, procedures , and/or practices relating to the use of technology D13
		Social media policy D13
		Summary of staff and volunteer demographic information, if available D23
		Staff and volunteer performance evaluation forms D24
		Staff training plan related to technology and software. D26
		Curriculum or outline of in-house training related to technology and software D26
		Executive director position description D28

			Documentation identifying who has authority to engage or dismiss volunteers <i>D29</i>
			Summary or analysis of staff satisfaction surveys, if available <i>D30</i>
			Summary or analysis of volunteer satisfaction surveys, if available <i>D31</i>
			Evidence of reporting and payment of employment taxes <i>D33</i>
Section E – Community Engagement and Fund Development			
			Brochures, fliers, newsletters, press releases, posters, printed materials, and/or links to organization website, social media, and other electronic communication modalities <i>E1, E5, E8, E9, E10, E11</i>
			Training program(s) and/or outline(s) for education/prevention, community education, and public awareness activities including versions in languages other than English <i>E1, E5, E8, E10</i>
			Community interviews <i>E1, E5, E8, E9</i>
			Donor privacy policy or Donor Bill of Rights <i>E6</i>
			Marketing plan <i>E2</i>
			Fund development plan <i>E2, E6, E7, B1</i>
			Media response plan <i>E2</i>
			Community relations plan <i>E2</i>
			Community awareness and education plan <i>E2</i>
			Prevention plan <i>E2</i>
			Community relations policy <i>E3</i>
			Education/prevention policy <i>E3</i>
			Community education policy <i>E3</i>
			Public awareness policy <i>E3</i>
			Fund development policy <i>E3</i>
			Records or logs of public awareness, community education, and prevention programs <i>E5, E8</i>
			Records and reports related to evaluation of community relations <i>E13</i>
			Records and reports related to evaluation of education/prevention activities <i>E13</i>
			Records and reports related to evaluation of community education <i>E13</i>
			Records and reports related to evaluation of public awareness activities <i>E13</i>
			Records and reports related to evaluation of fund development activities <i>E13</i>
			Examples of recent direct mail appeals <i>E15</i>
			Records of special events <i>E15</i>
			Charitable license to solicit <i>E15</i>
			Procedures for a donation receipt and acknowledgment <i>E15</i>
Section F – Systems Change			
			Documentation that the organization’s Board of Directors/Governing Authority adopted a plan to address systems change <i>F1</i>
			Policies, procedures, and/or protocols developed in collaboration with systems within the community <i>F2</i>
			Press releases from the organization <i>F2</i>
			Policies, procedures, and/or practices that have been developed and/or evaluated. <i>F4</i>
			Agendas, training outlines, handouts and/or curriculum for community systems. <i>F5</i>
Section G ~ Facility, Safety, Security, and Health			
			Technology plan <i>G1</i>
			Emergency response plan that addresses critical situations <i>G2</i>
			Facility management policy <i>G3</i>
			Security policies for protection of clients, staff, and volunteers <i>G4</i>
			Policy/procedures for managing conflict and potentially volatile situations <i>G4</i>
			Policies related to client with disabilities <i>G5</i>
			Policy requiring no alcohol, illegal drugs or weapons on the premises <i>G6</i>
			Most recent furnace inspection including a carbon monoxide test, if applicable (<i>Within last 12 months</i>) <i>G6</i>
			Most recent boiler inspection, if applicable (<i>Within last 36 months if antique steam, all others within last 12 months</i>) <i>G6</i>
			Policy related to pest prevention and intervention <i>G6</i>
			Policies related to service animals, support animals, and pets <i>G6</i>
			Policies, procedures, and rules identifying client participation in shelter upkeep, if applicable <i>G7</i>
			Cleaning supply and other toxic materials storage policy <i>G11</i>
			Policy related to maintaining a smoke-free environment <i>G12</i>
			Most recent fire detection system test results (<i>Within last 12 months</i>) <i>G13, G14</i>

			Posted emergency evacuation diagram G14
			Fire detection system test policy/procedure G14
			Quarterly fire drill policy/procedure G14
			Documentation related to the last four fire drills G14
			Building evacuation policy and procedures G14
			First aid and medical emergency policies G15
			Policy on cardiopulmonary resuscitation, universal precautions, and communicable diseases training for staff G15
			Staff first aid training records G15
			Prescription and over-the-counter medication policy and procedure G15
			Food preparation, serving, storage, and disposal policy G20
			Evaluation of facility, health, and safety issues G21
			<u>Evidence of adherence</u> to applicable codes, zoning, building, fire, health and safety codes (<i>Within the last 12 months</i>) C-TSH2, G23
			Policy requiring children under 12 to sit in the back seat in vehicles with front air bags and for making sure child safety seats are properly installed and used for children under 40 lbs. G24
			Policy requiring all passengers/drivers to wear seat belts G24
			Policy prohibiting texting while driving G24
			Policy requiring that all vehicles used to transport clients/children be insured for liability and physical damage, and a copy of such insurance is to be on file G24
			Policy requiring volunteers/staff transporting clients in personal vehicles to have a valid driver's license on file G24

ITEMS TO BE AVAILABLE FOR REVIEW DURING ONSITE VISIT

Instructions: Prior to the peer review team’s arrival, gather items noted below for review while onsite. Leave 1 st column blank if item is available. Type NA in 1 st column if item is not available.	
Blank or NA	Item
Section A – Policy and Governance	
	Performance evaluation of the Chief Executive Officer/Executive Director A11
Section B – Financial Management	
	Financial accounting records <i>(If available electronically)</i> B3, B4
	Board member interviews B16
	Inventory of equipment and furnishings <i>(If available electronically)</i> B21
Section C – Program Administration and Service Delivery	
	Current and closed client files for <u>each program</u> C2, C8, C10, C11, C14, C15, C16, C22, CSANE3, CSANE4, CSANE5, CSANE6, CSANE10, CSANE18, CTSH2, CTSH3, CTSH4
	Staff interviews C3, C4, C17, C18, CTSH4, E12, E8, F6, B16
	Client feedback/satisfaction forms and other evaluations if not summarized, if applicable C3, C4, C10, C19, CTSH8
	Crisis call activity log and/or records indicating time of call, person taking the call, and disposition of the call, i.e., <ul style="list-style-type: none"> a. Evaluation and/or assessment of each caller’s situation b. Intervention and/or assistance provided c. Action and/or safety plan(s) developed, as needed d. Referrals/resources provided as needed e. Follow up scheduled and/or provided when appropriate C6
	Resource and referral manual <i>(If not available electronically)</i> C6
	Notes and/or records of supervisory and/or peer case review, if applicable C15
Sub section C-SANE – Sexual Assault Nurse Examiner Program	
	Minutes from Coordinated Community Response (CCR) to Sexual Assault, Sexual Assault Task Force, and/or Sexual Assault Response Team (SART) CSANE12, CSANE13
	Protocols and/or Memorandums of Understanding (MOU) with law enforcement, hospital, Children’s Advocacy Center (CAC), and/or other pertinent groups CSANE12, CSANE13, CSANE14
	Agendas, training outlines, handouts, and/or curriculums for SANE specific training for community systems CSANE14
	Employee personnel files CSANE16, CSANE17, CTSH10, D5, D7, D9, D11, D14, D18, D21, D25, D33,
	Volunteer personnel files CSANE16, CSANE17, CTSH10, D6, D8, D10, D11, D15, D19, D33
	Training records for staff <i>(If not available electronically)</i> CSANE16, CSANE17, CTSH10, D9, D25, D26
	Training records for volunteers <i>(If available electronically)</i> CSANE16, CSANE17, CTSH10, D10
	Contract with Medical Director CSANE18
	Documentation of Chart Reviews CSANE18
Section D – Staff and Volunteer Management	
	Current agendas of training sessions <i>(If not available electronically)</i> D4
	Handouts from training sessions (if separate from curriculum/manual) <i>(If not available electronically)</i> D4
	Former staff and volunteers’ personnel files D11
	Training curriculum/manual for staff and volunteers <i>(If not available electronically)</i> D24
	Staff satisfaction surveys if not summarized, if applicable D30
Section E – Community Engagement and Fund Development	
	Community member interviews E1, E5, E8, E9, E15, F2, F3, F4, F5
	Brochures, fliers, newsletters, press articles, posters, printed materials, and/or similar items that include <u>information</u> about the organization which may or may not have been created by the organization <i>(If not available electronically)</i> E5, E8
	Local news articles relative to domestic and/or sexual violence <i>(If not available electronically)</i> E9, F2
	Braille and/or other materials for persons with limited sight or who are blind E11
	Technology used for accommodations E11
	Other accommodating items E11
Section G ~ Facility, Safety, Security, and Health	
	Entrances, exits, steps, walkways, etc. are clear G6
	Windows are free from outside release bars and debris G6
	No combustible materials in building, basements, attics or attached buildings G6
	Equipment is functioning G6
	Observe facility’s general condition and functionality G6
	Confirm that adequate 24-hour heat, electricity, and water service are available G6

	Facilities are free of pests G6
	Garbage is appropriately maintained and controlled G6
	Review facility cleanliness G7
	Observe confidential client counseling and advocacy space G8
	Observe privacy of client bathroom and sleeping areas, if applicable G8
	Observe children's play areas inside and outside of shelter G9, G10
	Evidence that cleaning supplies and other toxic materials are safely stored G11
	Observe operable fire detection system G13
	Observe placement of emergency evacuation diagrams G14
	Review adequacy and accessibility of first aid supplies G15
	Review adequacy of personal supplies available to clients G16
	Observe storage and other measures for securing personal belongings of clients, staff, and volunteers and items belonging to the organization G17
	Occupancy records indicating the number of people housed daily over the last year. If confidential identifying information is included in these records, please redact or have available examples of how occupancy records are maintained (<i>If not available electronically</i>) G19
	Observe food preparation, serving, storage, and disposal G20
	Evidence of available approved car seats, properly installed, and used for transporting all children as required by law G24
	Vehicles used to transport clients and their children with operable seat belts, if applicable G24
	Employee/volunteer automobile insurance documentation G24
	Employee/volunteer driver's licenses documentation G24

**DHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section A ~ Policy and Governance

1. Summary of the Standards

This section presents standards that encompass an organization’s policies and governance – the foundation of [organizational](#) self-definition and self-regulation. Compliance with these standards will help ensure that an organization serving survivors of domestic/intimate partner violence and/or sexual assault and their family and friends will:

- Have a clearly articulated purpose which is compatible with the DVS/MDSVPTB’s philosophy
- Function in accordance with its stated purpose
- Meet survivor service and advocacy needs
- Evaluate all aspects of its operations
- Have a Board of Directors/Governing Authority (Board) that sets policy, provides oversight and is accountable for the organization

The role of the Board is to give direction to the organization. The Board may appoint an advisory body and delegate some of the functions addressed in the standards; however, the Board is the signatory to the contract(s) and cannot delegate its responsibilities for compliance to the standards.

2. Basic Considerations

These standards emphasize the role of the Board in setting policy, identifying needs, developing a strategy to address needs, evaluating the effectiveness and efficiency of the organization, and providing oversight. The role of the Board and the Chief Executive Officer or Executive Director are clearly differentiated; staff does not govern, and the Board does not administer the day-to-day activities. The Board establishes policies and the staff, at the direction of the Chief Executive Officer or Executive Director, implements programs reflecting those policies. A clear governance structure is in place.

**Quality Assurance Standards Self-Evaluation
Introductory Questions: Section A ~ Policy and Governance**

1. What changes have occurred in the past year or are presently underway?
Organization click or tap here to enter response.
2. What other changes do you think would be helpful?
Organization click or tap here to enter response.

Standard A1: The purpose of the organization is clearly stated and compatible with the philosophy of the DVS/MDSVPTB.
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet		Not Applicable	
Team Rating:	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 None

Standard A2: The Board of Directors/Governing Authority sets goals and objectives for the organization and identifies plans and activities to achieve them.
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

- Narrative Response:**
1. What is the process the Board uses for development of its long-range, strategic or annual plan?
 Organization click or tap here to enter response.
 2. Describe provisions for survivor’s involvement in the organization’s planning and evaluation.
 Organization click or tap here to enter response.
 3. How does staff participate in the planning and evaluation process?
 Organization click or tap here to enter response.
 4. How do volunteers participate in the planning and evaluation process?
 Organization click or tap here to enter response.
 5. Who are the other key stakeholders included in the organization planning and evaluation process?
 Organization click or tap here to enter response.

Standard A3: The organization has developed a transition plan to address leadership changes or other major transitions.
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

- Narrative Response:**
1. What plans has the Board developed for the possible transition of the executive director?
 Organization click or tap here to enter response.
 2. What transition plans are developed regarding the loss of other key staff persons?
 Organization click or tap here to enter response.
 3. Does the Board have a plan developed for the significant loss or addition of programming? Yes No If yes, please explain.
 Organization click or tap here to enter response.

Standard A4: The Board of Directors/Governing Authority establishes policies for the efficient and effective operation of the organization.
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Identify those policies which the Board has developed, reviewed, revised and/or adopted over the last year.
Organization click or tap here to enter response.

Standard A5: *Practice* **Members of the Board of Directors/Governing Authority are chosen in a manner that assures a [broad base of knowledge](#) and participation in the governance of the organization.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. How are members selected for the Board to assure a broad base of knowledge and experience?
Organization click or tap here to enter response.
2. What [process](#) does the Board use to recruit new members?
Organization click or tap here to enter response.
3. Are domestic/intimate partner violence and/or sexual assault survivors represented on the Board? Yes No
If no, please explain.
Organization click or tap here to enter response.

Standard A6: *Practice* **There is a rotation mechanism to ensure a balance of new Board of Directors/Governing Authority members and ongoing members.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. What are the term limits for board membership, and do they ensure a balance of new and ongoing members?
Organization click or tap here to enter response.

Standard A7: *Practice* **The composition of the Board of Directors/Governing Authority is [diverse](#), and representative of the geographic area served.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the composition of the Board reflect the community and geographic area served?
 Organization click or tap here to enter response.

Standard A8: Each member of the Board of Directors/Governing Authority contributes financially to the organization.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What percentage of board members contribute financially to the organization?
 Organization click or tap here to enter response.

Standard A9: The organization functions in accordance with its stated purpose.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

None

Standard A10: The Board of Directors/Governing Authority [reviews and manages risks](#) facing the organization.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the Board become aware of potential risks facing the organization?
 Organization click or tap here to enter response.

2. What [process](#) and tools does the organization utilize to identify, evaluate and monitor risks?
 Organization click or tap here to enter response.

Standard A11: The Board of Directors/Governing Authority is accountable for the organization.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:	
1. If the domestic and/or sexual assault violence program is a unit of a larger organization with multiple services: <input type="checkbox"/> Not a unit of a larger organization a. Identify the title of the immediate higher position to which the director of the domestic and/or sexual violence program reports. Organization click or tap here to enter response. b. What percentage of the larger organization's revenues/resources is designated for domestic violence and/or sexual violence services? Organization click or tap here to enter response. c. Does the larger organization use a part of the revenues designated for domestic and/or sexual violence services for the administration of the larger organization? If so, describe. Organization click or tap here to enter response.	
2. How many board meetings were held during the last year? Organization click or tap here to enter response.	
3. How many board members does the organization have and what was the percentage of attendance at each board meeting in the last year? Organization click or tap here to enter response.	
4. How does the Board of Directors ensure that the organization has filed all documents required to be submitted with the state, local, and federal government? Organization click or tap here to enter response.	
5. How does the Board of Directors ensure adequate resources, protect assets, and financial oversight? Organization click or tap here to enter response.	
6. How and how often is a performance evaluation completed for the organization's Chief Executive Officer/Executive Director? If the organization is part of an umbrella organization, how and how often is a performance evaluation completed for the organization's Domestic/Intimate Partner Violence and/or Sexual Assault Program Director? Organization click or tap here to enter response.	
7. How does the Board of Directors evaluate its own performance? Organization click or tap here to enter response.	
8. How has the Board of Directors provided stability and/or leadership during the past year for the: a. Domestic violence program, if applicable? Organization click or tap here to enter response. b. Sexual assault program, if applicable? Organization click or tap here to enter response. c. Transitional housing program, if applicable? Organization click or tap here to enter response.	
9. What kind of reports do the Board of Directors and/or advisory board receive and generate? Organization click or tap here to enter response.	
10. How is the Board informed of their legal, fiduciary, and ethical responsibility? Organization click or tap here to enter response.	
11. List position and title of those authorized to contract. Organization click or tap here to enter response.	

Standard A12: <i>Practice</i>	The Board of Directors/Governing Authority <u>evaluates</u> the organization's overall effectiveness and efficiency.
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Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. What kind of <u>reports</u> does the Board, receive and generate so that it may adequately perform its planning and <u>evaluation</u> functions?

Organization click or tap here to enter response.

Standard A13: The organization has a designated Board of Directors/Governing Authority.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard A14: The organization complies with civil rights and other laws cited within the contract(s) including:
Foundational

- [Public Act 220 of 1976, as amended, MCL 37.1101, Persons with Disabilities Civil Rights Act;](#)
- Public Act 442 of 1976, as amended, MCL 15.231 et seq, the Freedom of Information Act (FOIA);
- Public Act 453 of 1976, Section 209, MCL 37.2209 within the Elliott Larsen Civil Rights Act;
- Section 504 of the Federal Rehabilitation Act of 1973, P.L. 93-112, 87 Stat. 194, 29 USC 794; and
- Americans with Disabilities Act of 1990 (ADA), P.L. 101-3367, 104 Stat 328, 42 USC 12101 et seq.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Has the organization received complaints of discrimination from anyone in a protected class under the laws of the United States or the State of Michigan? Yes No If yes, explain how the organization handle the complaint?
Organization click or tap here to enter response.

2. Does the composition of the staff reflect the demographics of the community? Yes No If no, please explain.
Organization click or tap here to enter response.

Standard A15: The Board of Directors/Governing Authority operates in accordance with acceptable practice.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How are new board members oriented?
Organization click or tap here to enter response.

2. What are the provisions for on-going training for board members? Is board training mandatory?

Organization click or tap here to enter response.
3. Does every board member serve on a committee? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please explain. Organization click or tap here to enter response.
4. How does the Board of Directors assure different roles between the Board and executive director? Organization click or tap here to enter response.
5. What is the policy for removing board members who are not actively participating? Organization click or tap here to enter response.
6. Have there been problems involving conflicts of interest or nepotism with any board member over the past year? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain. Organization click or tap here to enter response.
7. Does the Board involve itself in employee disputes? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain. Organization click or tap here to enter response.
8. How does the Board utilize technology in performing their duties? Organization click or tap here to enter response.
9. Has the Board had to remove members in the past year? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain. Organization click or tap here to enter response.



**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section B ~ Financial Management

1. Summary of the Standards

This section presents standards that encompass the organization’s management of financial resources. Sound financial management practices and continuous monitoring of the organization’s financial status is essential if its effectiveness and viability are to be maintained. Compliance with these standards will help to ensure that:

- Financial resources are prudently used
- There is an accounting of how financial resources are used
- There is public disclosure of how financial resources are used

2. Basic Considerations

These standards stress that Generally Accepted Accounting Principles (GAAP) with regular internal and external reports and audits are the foundation for prudent management of capital, endowment and operating income/expenses.

It is the role of the governing body to ensure financial accountability and that the bulk of the organization’s resources are used to meet service needs. The standards emphasize strong financial management policies and the establishment of plans for the organization’s financial management and long-term financial stability.

**Quality Assurance Standards Self-Evaluation
Introductory Questions: Section B ~ Financial Management**

1. What changes have occurred in the past year or are presently underway?
Organization click or tap here to enter response.

2. What other changes do you think would be helpful?
Organization click or tap here to enter response.

Standard B1: *Infrastructure* **Goals, objectives, and [plans](#) are established for financial management and long-term financial stability.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe the organization's [process for developing goals](#), objectives and plans for financial management; and long term financial stability.
Organization click or tap here to enter response.

Standard B2: *Foundational* **The governing body adopts, and the Chief Executive Officer or Executive Director implements comprehensive budgets in accordance with acceptable practices.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How is the budget developed and approved?
Organization click or tap here to enter response.
- How are specific income and expenditures determined by program in the budgeting [process](#)?
Organization click or tap here to enter response.
- How are management in general and [fund development](#) costs determined in the budgeting [process](#)?
Organization click or tap here to enter response.
- What percentage of the budget is allocated for management and general costs?
Organization click or tap here to enter response.
- What percentage of the budget is allocated for [fund development](#) costs?
Organization click or tap here to enter response.
- What date, as noted in Board minutes, was the current budget adopted by the Board?
Organization click or tap here to enter response.

Standard B3: *Practice* **The organization's accounting is done on an accrual basis.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Is accounting done on an accrual basis? Yes No If no, please explain.
Organization click or tap here to enter response.
- Describe your organizations process for establishing accrual? Are expenses, including payroll accrued on a monthly basis?
Organization click or tap here to enter response.

Standard B4: The organization uses functional accounting to track finances by program or service area/cost center.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Is there an allocation of finances by [program](#)? Yes No If yes, please explain.
 Organization click or tap here to enter response.
2. List your allocation categories?
 Organization click or tap here to enter response.

Standard B5: The organization prepares financial statements that clearly and fairly present the organization's financial position.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the Chief Executive Officer or Executive Director monitor the financial situation/status of programs and the organization?
 Organization click or tap here to enter response.
2. What reports are generated and provided to the Board so that it may adequately perform their fiscal oversight function? How often do they receive these reports?
 Organization click or tap here to enter response.

Standard B6: The organization prudently manages its operating, endowment, and [capital funds](#).
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe how the organization manages:
 - a. Operating funds
 Organization click or tap here to enter response.
 - b. Endowment Funds
 Organization click or tap here to enter response.
 - c. [Capital funds](#)
 Organization click or tap here to enter response.
2. What [process](#) does the organization use to minimize financial risks of investments?
 Organization click or tap here to enter response.
3. Describe procedures used to obtain a maximum return on investments.
 Organization click or tap here to enter response.

Standard B7:*Practice***The organization has sufficient cash flow to meet its operating needs.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Does the organization have a line of credit? Yes No If yes, what are its limits and criteria for use?
Organization click or tap here to enter response.
- Has it been necessary for the organization to borrow to meet expenses in the last year? Yes No If yes, what is the current balance of the line of credit?
Organization click or tap here to enter response.
- What if any, steps have been taken to manage cash flow in the last year?
Organization click or tap here to enter response.

Standard B8:*Infrastructure***The organization maintains an adequate system of internal controls including effective and efficient systems to account for all financial transactions to safeguard assets and to prevent or detect fraud.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe the organization's internal control procedures.
Organization click or tap here to enter response.
- What are the lines of authority and reporting for employees involved in accounting activities?
Organization click or tap here to enter response.
- Are all transactions authorized by an appropriate individual? Yes No, please explain
Organization click or tap here to enter response.
- What are the limits of authorization?
Organization click or tap here to enter response.
- Does someone list all receipts, both cash, and checks, showing from whom it was received, and the amount?
 Yes No
Organization click or tap here to enter response.
- Are pre-numbered receipts issued immediately for all cash received? Yes No
Organization click or tap here to enter response.
- How frequently are deposits made?
Organization click or tap here to enter response.
- Are all checks immediately endorsed "For Deposit Only"? Yes No
Organization click or tap here to enter response.
- Are bank statements reconciled by someone other than the person authorized to deposit or withdraw the money?
 Yes No If no, please explain.
Organization click or tap here to enter response.
- Are pre-numbered checks used? Yes No If no, please explain how check numbers are not duplicated.
Organization click or tap here to enter response.
- Are two signatures required? Yes No
Organization click or tap here to enter response.
- Are checks ever pre-signed or is a signature stamp used? Yes No If yes, please explain.
Organization click or tap here to enter response.
- If the organization uses electronic methods for payments and receipts:
 - What electronic financial methods are being utilized?
Organization click or tap here to enter response.

b. Who is authorized to approve and make transactions?
Organization click or tap here to enter response.

c. Who is authorized to make electronic transactions?
Organization click or tap here to enter response.

d. How are electronic transactions documented?
Organization click or tap here to enter response.

e. How is it monitored?
Organization click or tap here to enter response.

f. Describe the process for reconciling the accounts, including who is responsible, and how often completed.
Organization click or tap here to enter response.

14. Has an independent accountant identified separation of duties as a concern in the annual audit?
 Yes No If yes, describe what action the organization has taken.
Organization click or tap here to enter response.

Standard B9: The organization maintains a [detailed written description](#) of its segregation of duties related to [internal controls](#).
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard B10: The organization provides for an annual audit by independent accountants.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Do audit components include a balance sheet/statement of financial position, statement of activities, statement of cash flows, and notes to financial statements? Yes No If no, please explain what audit components are included.
Organization click or tap here to enter response.

2. Did the auditor prepare a letter summarizing findings and recommendations to board separate from the standard management letter? Yes No If yes, did the organization provide a written response?
Organization click or tap here to enter response.

3. Does the independent auditor meet with the Board at least annually to discuss the audit report and matters of concern? Yes No If no, please explain how the Board is apprised of the result of the annual audit.
Organization click or tap here to enter response.

Standard B11: The organization annually meets Form 990 filing requirements.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard B12: **The organization retains all books, records, and other documents relevant to the contract(s) for a minimum of six years after final payment.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet		Not Applicable	
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. How many years has the organization retained books and records relevant to the DVS/MDSVPTB contract(s)?
Organization click or tap here to enter response.
2. How and where are they stored?
Organization click or tap here to enter response.

Standard B13: **Policies for financial management are comprehensive and practical.**
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. What is the organization's [process](#) for the development of its [financial management policies](#)?
Organization click or tap here to enter response.
2. What is the organization's [process](#) for regular review of its [financial management policies](#)?
Organization click or tap here to enter response.

Standard B14: **The organization maintains adequate cash reserves.**
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Does the Board have a cash reserves policy that defines accessibility/liquidity parameters, and the amount of reserves to be accumulated/maintained? Yes No If no, please explain.
Organization click or tap here to enter response.
2. With the current reserves how many days of expenses could be covered?
Organization click or tap here to enter response.
3. How does the organization identify reserves within the financial statements?
Organization click or tap here to enter response.
4. How does the organization balance current financial needs of the organization with the need to accumulate sufficient cash reserves?
Organization click or tap here to enter response.

Standard B15: The organization uses a [cost analysis process](#) as part of its ongoing planning and program development.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet		Not Applicable	
Team Rating:	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe the organization's [cost analysis process](#)(es) for:
 - Current programming
 Organization click or tap here to enter response.
 - Implementing a new program
 Organization click or tap here to enter response.
- Describe recent changes made as a result of [cost analysis process](#) and additional factors that were considered in the determination, if applicable.
 Organization click or tap here to enter response.

Standard B16: The Board of Directors/Governing Authority continuously reviews and analyzes its financial position.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How does the Board monitor the financial situation/status of programs and the organization?
 Organization click or tap here to enter response.
- How often and how is the full board made aware of the organization's financial position?
 Organization click or tap here to enter response.

Standard B17: The Board of Directors/Governing Authority adopts and regularly reviews salary range and fringe benefit schedules.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- What is the date, as noted in Board minutes, when the Board adopted the current salary range and fringe benefit schedule?
 Organization click or tap here to enter response.

Standard B18: The organization uses designated and appropriately qualified personnel to implement its financial management policies and procedures.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Which staff, by position title(s), and financial duties, are responsible for implementation of accounting policies, and procedures for the organization's financial management?
Organization click or tap here to enter response.

Standard B19:*Foundational*

The organization provides and maintains adequate [insurance](#) coverage including general liability, professional liability, directors and officer's liability, fraud/employee theft coverage, non-owned auto insurance, cyber insurance, and others as needed.

Self Rating:

Meets

Does Not Meet

Not Applicable

Team Rating:

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What are the limits of the organization's general or umbrella liability insurance? What does it cover?
Organization click or tap here to enter response.
1. What are the limits of the organization's professional liability insurance? What does it cover?
Organization click or tap here to enter response.
2. What are the limits of the organization's directors' and officers' liability insurance? What does it cover?
Organization click or tap here to enter response.
3. What is the organization's coverage related to fraud/employee theft?
Organization click or tap here to enter response.
4. What is the organization's coverage related to non-owned auto insurance?
Organization click or tap here to enter response.
5. What is the organization's coverage related to cyber insurance?
Organization click or tap here to enter response.
6. Are there other insurances needed for specific program areas or organizational practices?
 Yes No If yes, please describe.
Organization click or tap here to enter response.

Standard B20:*Foundational*

The organization provides unemployment compensation coverage and worker's compensation insurance in accordance with applicable federal and state laws.

Self Rating:

Meets

Does Not Meet

Not Applicable

Team Rating:

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Are you a self-reimbursing organization for workers compensation? Yes No If yes, please describe.
Organization click or tap here to enter response.
2. Does your organization participate in the State Unemployment System or do you purchase independent policies?
 Yes No If no, please explain.
Organization click or tap here to enter response.
3. How does management ensure that timely payments and submissions are made?
Organization click or tap here to enter response.

Standard B21: <i>Foundational</i>	Financial management is conducted in accordance with applicable professional, ethical, and legal principles.
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Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe how indirect costs are allocated. Organization click or tap here to enter response.
2. Are net assets segregated as unrestricted, temporarily restricted, and/or permanently restricted? Organization click or tap here to enter response.
3. Are changes in each class of net assets disclosed on statement of activities? Organization click or tap here to enter response.
4. Is there a policy available to donors that describes how contributions for which restrictions are met in the same period addressed? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain. Organization click or tap here to enter response.
5. Are unconditional promises to give measured at fair value? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please explain Organization click or tap here to enter response. If long-term, are promises to give discounted to present value with appropriate footnote disclosures? Is there footnote disclosure of conditional promised to give? <input type="checkbox"/> Yes <input type="checkbox"/> No Organization click or tap here to enter response.
6. Have all payments for the following been made and made in a timely fashion during the past year, i.e., payroll taxes; worker's compensation insurance; unemployment insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please explain. Organization click or tap here to enter response.
7. How are employee hours of work tracked? Organization click or tap here to enter response.
8. How are employee work activities tracked? Organization click or tap here to enter response.
9. How are employee benefits tracked? Organization click or tap here to enter response.
10. When was the organization's last inventory of equipment and furnishings conducted? Organization click or tap here to enter response.
11. Are billings made to the DVS/MDSVPTB done on an actual cost reimbursement method? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please explain how billings amount are determined. Organization click or tap here to enter response.

**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section C ~ Program Administration and Service Delivery

1. Summary of the Standards

This section presents standards that encompass an organization’s program administration, practices and methods of service delivery. Compliance with these standards will help ensure that an organization that provides services to survivors of domestic/intimate violence and/or sexual assault and their family and friends will:

- Operate efficiently and effectively
- Provide client-centered services that are [culturally honoring](#) and respectful
- Present options and information
- Stress safety for client and their children
- Provide support and advocacy that respects clients’ right to self-determination

2. Basic Considerations

These standards encompass the overall practices, procedures and plans that the organization needs to ensure that persons served and prospective persons to be served receive the services they are eligible for, interested in and in need of; and that those services are delivered in a manner that is client-centered, non-judgmental, [culturally honoring](#) and respectful; and protects the dignity and right to self-determination of clients. It also includes procedures for documentation of services that are provided and addresses the relationship between philosophy and practice.

Quality Assurance Standards Self-Evaluation

Introductory Questions: Section C ~ Program Administration & Service Delivery

1. What changes have occurred in the past year or are presently underway?
Organization click or tap here to enter response.

2. What other changes do you think would be helpful?
Organization click or tap here to enter response.

Standard C1: **The organization's services comply with the DVS/MDSVPTB's philosophy.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. How do services reflect the DVS/MDSVPTB's philosophy?
 Organization click or tap here to enter response.

Standard C2: **The organization's client eligibility practices are consistent with the DVS/MDSVPTB contract(s) and philosophy.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. How does the organization determine client eligibility?
 Organization click or tap here to enter response.
 2. Does the organization maintain a list of persons not eligible for service? Yes No If yes, please describe.
 Organization click or tap here to enter response.
 3. Why might a person be denied service?
 Organization click or tap here to enter response.
 4. If services are not immediately available to an eligible individual, what assistance and support is provided?
 Organization click or tap here to enter response.

Standard C3: **The organization recognizes and respects the autonomy, dignity, and rights of clients.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. Describe how your organization recognizes and respects the autonomy, dignity, and rights of clients.
 Organization click or tap here to enter response.

Standard C4: **Services are client-centered, non-judgmental, culturally honoring, respectful, and strive to empower the persons served.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response: Answer each question below for programs your organization provides.
1. How does the organization ensure that services are client-centered? Organization click or tap here to enter response.
2. How does the organization ensure that services are non-judgmental? Organization click or tap here to enter response.
3. Describe how cultural traditions are honored and valued. Organization click or tap here to enter response.
4. How does the organization ensure that services strive to empower the persons served? Organization click or tap here to enter response.
5. What are the circumstances under which a client may be asked to no longer participate in services? Organization click or tap here to enter response.
6. How do you acknowledge client's accomplishments? Organization click or tap here to enter response.

Standard C5: <i>Infrastructure</i>	Goals, objectives, and plans are established for the organization's delivery of service.
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Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe the organization's process for developing service delivery goals, objectives, and plans related to its domestic violence programming. Organization click or tap here to enter response.
2. Describe the organization's process for developing service delivery goals, objectives, and plans related to its sexual assault programming. Organization click or tap here to enter response.

Standard C6: <i>Foundational</i>	The organization provides or arranges for all services required in the contract(s). These services include but are not limited to a 24-hour crisis hotline; face to face emergency response; individual and group supportive counseling; advocacy; support services; and emergency shelter.
--	--

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe how the organization provides emergency response services. Organization click or tap here to enter response.
2. Describe how counseling services are accessed. Organization click or tap here to enter response.
3. Describe how advocacy services are accessed. Organization click or tap here to enter response.
4. Describe how the organization provides support services in <i>each</i> county in the geographic area served. Organization click or tap here to enter response.
5. Has the shelter, if applicable, been closed for any reason over the past year? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe the circumstances. Organization click or tap here to enter response.
6. Which service(s) is (are) accessible 24 hours a day, 365 days per year? Organization click or tap here to enter response.
7. Describe procedures and practices related to the 24 hour crisis/hotline helpline.

Organization [click or tap here to enter response.](#)

8. Is there ever a time when the 24-hour crisis/ hotline helpline is not answered immediately? Yes No If yes, please describe the circumstances under which this occurs and how these calls are responded to.
 Organization [click or tap here to enter response.](#)

9. Describe steps taken when a request for shelter is received from a survivor who is in imminent danger and your shelter is at capacity.
 Organization [click or tap here to enter response.](#)

Standard C7: All DVS/MDSVPTB contract(s) required services are provided free of charge.
Foundational

Self Rating:

Meets Does Not Meet Not Applicable

Team Rating:

Team Comments:
 Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. Does the organization charge fees for any services? Yes No If yes, please explain.
 Organization [click or tap here to enter response.](#)

Standard C8: Confidentiality of program participants is protected.
Foundational

Self Rating:

Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

Team Rating:

Team Comments:
 Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. Describe how clients are informed of the organization’s confidentiality policy.
 Organization [click or tap here to enter response.](#)

2. How does the organization communicate to staff and volunteers what [breaches of confidentiality](#) are?
 Organization [click or tap here to enter response.](#)

3. Under what circumstances, if any, is client information released without client consent?
 Organization [click or tap here to enter response.](#)

4. How are subpoenas handled?
 Organization [click or tap here to enter response.](#)

5. How are warrants handled?
 Organization [click or tap here to enter response.](#)

6. What is the process for reporting suspected child abuse and/or neglect to Children’s Protective Services?
 Organization [click or tap here to enter response.](#)

7. Does the organization allow photographing, audio recording, or videotaping of clients?
 Yes No If yes, please describe the circumstances and procedures followed.
 Organization [click or tap here to enter response.](#)

8. Describe when client data may be transmitted electronically and what [safeguards/measures](#) are taken to protect the confidential client information.
 Organization [click or tap here to enter response.](#)

Standard C9: The organization designs and implements client related policies that stress non-violence, are fair, client-centered, and consider safety for all including those who choose not to follow policy.
Infrastructure

Self Rating:

Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

Team Rating:

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response: Answer each question for all programs

- Describe the [process](#) for developing client related policies for each program area.
 Organization click or tap here to enter response.
- How are program policies developed?
 Organization click or tap here to enter response.
- How is survivor input included when program policies are developed?
 Organization click or tap here to enter response.
- How are applicable policies made available to clients?
 Organization click or tap here to enter response.
- What is the [process](#) for reviewing policies on a regular basis and for revisions, if needed? How is this documented?
 Organization click or tap here to enter response.

Standard C10: The organization works to [reduce barriers](#) that prevent individuals from seeking and accessing services.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable	
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response: For the following questions take into consideration all programs in your responses and indicate which ones are included in the response (DV, SA, SANE, TSH)

- What steps does the organization take to [reduce barriers](#) for clients accessing services?
 DV SA SANE TSH
 Organization click or tap here to enter response.
- How does the organization accommodate non-English speaking persons?
 DV SA SANE TSH
 Organization click or tap here to enter response.
- How do you support clients with substance abuse or addiction challenges?
 DV SA SANE TSH
 Organization click or tap here to enter response.
- How do you support clients with mental health issues?
 DV SA SANE TSH
 Organization click or tap here to enter response.
- How do you support clients with intellectual/developmental disabilities?
 DV SA SANE TSH
 Organization click or tap here to enter response.
- How do you support clients with physical disabilities?
 DV SA SANE TSH
 Organization click or tap here to enter response.
- Describe unique challenges that the organization has in providing services throughout the geographic service area and how these challenges are being addressed.
 - List outreach/satellite offices and or services including location, county and hours of operation
 Organization click or tap here to enter response.
 - Describe how you ensure access to services throughout the geographic area served including remote/isolated areas.
 Organization click or tap here to enter response.
- Explain how the following civil and [economic injustices](#) are addressed for survivors either through referrals or direct assistance:
 - Civil legal reliefs
 Organization click or tap here to enter response.
 - Credit repair
 Organization click or tap here to enter response.
 - Education

Organization click or tap here to enter response.
 d. Employment
 Organization click or tap here to enter response.
 e. Financial planning
 Organization click or tap here to enter response.
 f. Job skills
 Organization click or tap here to enter response.

Standard C11: The organization conducts intake services in accordance with acceptable practices.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. Describe the organization's intake process for each [program area](#).
 Organization click or tap here to enter response.

Standard C12: The organization informs service participants of their rights including access to a grievance process that addresses, at a minimum:
Foundational

- Denial, reduction, or termination of service; and
- The organization failing to act upon a request for service within a reasonable period.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. What is the process for informing clients of their rights including a grievance process?
 Organization click or tap here to enter response.

Standard C13: The organization orients adult and child clients to the organization and its services.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. Describe the orientation process for residential adults and residential children.
 Organization click or tap here to enter response.
 2. Describe the orientation process for non-residential adults and non-residential children including emergency response, legal advocacy, and other programs.
 Organization click or tap here to enter response.

Standard C14: **The organization maintains confidential comprehensive individual [client service records/case files](#) in accordance with acceptable practices.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How are case records kept? (Check all that apply)
 Electronic, List system Paper Other, please explain.
 Organization click or tap here to enter response.
- Describe the organization's system for keeping case records including who has access, storage location, method of tracking, related security measures, and procedures for destroying (both paper and electronic).
 Organization click or tap here to enter response.
- Describe the [safeguards](#) to protect electronic client information.
 Organization click or tap here to enter response.
- How is editing of electronic records managed, tracked, and monitored?
 Organization click or tap here to enter response.
- Who from outside the organization has access to case records?
 Organization click or tap here to enter response.

Standard C15: **The organization has a system for regular supervisory and/or peer case review.**
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe the [process](#) for case review, both individual and peer.
 Organization click or tap here to enter response.
- Is clinical supervision available to counseling/advocacy staff when appropriate? Yes No If yes, please describe the [process](#).
 Organization click or tap here to enter response.

Standard C16: **The organization conducts case closure in accordance with acceptable practices.**
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe the organization's [process](#) for case closure of paper and electronic client records.
 Organization click or tap here to enter response.

Standard C17: **The organization works collaboratively with other domestic violence and/or sexual assault organizations throughout the state and in other states as appropriate to meet the safety and advocacy needs of survivors.**
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What is the organization's procedure for referring survivors to other domestic violence and/or sexual assault service providers?
Organization click or tap here to enter response.
2. What is the organization's procedure for transporting survivors to other domestic violence and/or sexual assault service providers?
Organization click or tap here to enter response.
3. Have problems been encountered when working with other domestic violence and/or sexual assault organizations?
 Yes No If yes, please describe.
Organization click or tap here to enter response.
4. Describe your collaborative work with [other local service providers](#) in meeting the needs of domestic and sexual assault survivors.
Organization click or tap here to enter response.
5. Describe how you coordinate and work with the statewide SA Hotline.
Organization click or tap here to enter response.

Standard C18: The organization maintains an internal [structure](#) for efficient and effective administration of service delivery.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization determine if the services that are being offered are relevant and meaningful to clients?
Organization click or tap here to enter response.
2. How does the organization determine if it might be helpful to offer different services than those that are currently offered to clients?
Organization click or tap here to enter response.
3. What [method\(s\)](#) do you use to determine if the organization is meeting clients' needs?
Organization click or tap here to enter response.

Standard C19: The organization gathers, [evaluates](#), and uses meaningful service information in accordance with acceptable practices.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe what data is collected for each of its [program areas](#).
Organization click or tap here to enter response.
2. How does the program [evaluate](#) the data collected?
Organization click or tap here to enter response.
3. Describe how [data collected is used in program decision making](#) regarding client services.

Organization click or tap here to enter response.

Standard C20: **The Chief Executive Officer or Executive Director exercises full responsibility for the day-to-day management of the organization.**
Infrastructure

Self Rating:
Meets Does Not Meet Not Applicable
Team Rating:

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the ED/CEO interface with individuals who are delegated service delivery management responsibilities?
Organization click or tap here to enter response.
2. Under what circumstances is ED/CEO input required in day to day management?
Organization click or tap here to enter response.
3. Are the organization's contract(s) required reports accurate and submitted on time? Yes No If no, please explain.
Organization click or tap here to enter response.
4. Explain the quality assurance [process](#) to monitor the accuracy of data that is entered, stored, and reported from electronic database.
Organization click or tap here to enter response.

Standard C21: **The organization uses designated personnel to manage its delivery of service(s).**
Practice

Self Rating:
Meets Does Not Meet Not Applicable
Team Rating:

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. List the position title(s) of the designated personnel used to manage its delivery of service(s).
Organization click or tap here to enter response.

Standard C22: **The organization per [federal and state confidentiality](#) provisions restricts access to, use of, and/or disclosure of personally identifying client information by:**
Foundational

- Using signed, voluntary, time-limited, written client consent forms;
- Informing clients of requests for information related to their participation in services or connection with the organization; and
- Informing clients that the choice to sign or not sign is not a condition of service.

Self Rating:
Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the organization's procedures and/or practices related to client releases of information.
Organization click or tap here to enter response.
2. How does the organization ensure that there is informed consent and that clients know what pieces of information are being released to whom, and that opting not to sign does not prohibit or restrict access to services?

Organization click or tap here to enter response.

3. What is the organization's procedure for informing clients of requests for information related to their participation in services or connection with the organization?

Organization click or tap here to enter response.

Standard C23: Programs are conducted in accordance with applicable professional, ethical, and legal principles.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

None

**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section C-SANE ~ Sexual Assault Nurse Examiner Program (SANE)

1. Summary of the Standards

This section presents standards that encompass an organization’s program administration practices and service delivery methods specifically related to SANE programming and services. Compliance with these standards will help ensure that an organization that provides SANE services to patients/survivors of sexual assault:

- Meet contract requirements relative to SANE service delivery
- Operate efficiently and effectively
- Provide patient/survivor-centered services that are [culturally honoring](#), respectful and reflect the philosophy of the DVS/MDSVPTB
- Employ trained, qualified and certified personnel who create an ethical, supportive and secure environment for sexual assault patients/survivors
- Respond to sexual assault patients’/survivors’ emotional and physical needs as well as evidentiary needs for prosecution
- Strive to ensure that patients/survivors are not re-traumatized by the exam and assist patients/survivors in gaining control
- Provide support and advocacy that respects patients’/survivors’ right to self-determination

2. Basic Considerations

These standards encompass the overall policies, practices and procedures that the organization needs to ensure that persons served and prospective persons to be served in the SANE program receive the services they are eligible for, interested in, and in need of; and that those services are delivered in a manner that is patient/survivor-centered, non-judgmental, [culturally honoring](#), and protects the dignity and right to self-determination of the persons served. It also includes procedures for documentation of services that are provided and addresses the relationship between philosophy and practice.

**Quality Assurance Standards Self-Evaluation
Introductory Questions: Section C-SANE ~ SANE**

1. What changes have occurred in the past year or are presently underway?
Organization click or tap here to enter response.
2. What other changes do you think would be helpful?
Organization click or tap here to enter response.

Standard C-SANE1: <i>Infrastructure</i>	SANE program goals, objectives, and plans are consistent with the organization's mission.
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Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- What is the [process](#) the organization used for the development of SANE program's goals, objectives, and plans?
Organization click or tap here to enter response.
- Describe how patient/survivor feedback impacts SANE services and program direction.
Organization click or tap here to enter response.

Standard C-SANE2: <i>Infrastructure</i>	The SANE program has comprehensive written policies/protocols.
---	---

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard C-SANE3: <i>Foundational</i>	Forensic medical examination procedures and practices are culturally honoring and respectful.
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Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe how the forensic medical examination procedures and practices honor and respect cultural traditions.
Organization click or tap here to enter response.

Standard C-SANE4: <i>Foundational</i>	SANE services, practices, and policy implementation respect the self-determination, autonomy, and rights of sexual assault patients/survivors.
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Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe the SANE process including advocacy for responding to sexual assault patients/survivors.
Organization click or tap here to enter response.

2. How does the SANE program obtain appropriate informed consent from a sexual assault patient/survivor for a SANE exam? Organization click or tap here to enter response.
3. How does the SANE program obtain appropriate informed consent for a SANE exam from a sexual assault patient/survivor with special needs? Organization click or tap here to enter response.
4. Describe how the SANE program addresses situations when a parent and/or guardian, and the patient/survivor have conflicting views on receiving the exam. Organization click or tap here to enter response.
5. How are patient(s)/survivor(s) informed of their right to withdraw consent for portion of the exam and the right to terminate the exam at any point? Describe the process used should a sexual assault patient/survivor wish to withdraw consent or terminate the examination. Organization click or tap here to enter response.
6. How does the organization discuss the options around release of evidence/kit to law enforcement? Organization click or tap here to enter response.
7. When evidence/kit/information is released to law enforcement how does the organization ensure that it is compliant with VAWA standards of informed release, i.e., patient's/survivor's informed, written, specific, reasonably time-limited consent? Organization click or tap here to enter response.
8. In the last year how many patient(s)/survivor(s) decided not to release their kit to law enforcement? Organization click or tap here to enter response.
9. What are your procedures for reporting sexual assaults to law enforcement? If addressed within your protocol, please indicate. If not, please respond. Organization click or tap here to enter response.
10. What is told to patients/survivors about reporting? If addressed within your protocol, please indicate. If not, please respond. Organization click or tap here to enter response.
11. How is a patient/survivor informed that she/he is not required to participate with law enforcement as a condition of receiving the exam? Organization click or tap here to enter response.
12. Describe how patient/survivor's self-determination, autonomy, and rights are maintained with interdisciplinary entities . Organization click or tap here to enter response.

Standard C-SANE5: The SANE program provides victim-centered medical and forensic evaluation for post-pubescent adolescent and adult sexual assault patients/survivors in a manner that minimizes trauma to the victim.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe efforts taken prior, during, and after medical and forensic evaluations that minimize trauma to victims.
Organization click or tap here to enter response.

Standard C-SANE6: The SANE program provides victim-centered medical and forensic evaluation for child sexual assault patients/survivors in a manner minimizes the trauma to the victim and caregivers.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe efforts taken prior, during, and after child medical and forensic evaluations that minimize trauma for:
 - a. Patients/survivors
Organization [click or tap here to enter response.](#)
 - b. Caregivers
Organization [click or tap here to enter response.](#)

Standard C-SANE7:*Foundational*

The SANE program protects the integrity of evidence, including the completion of the Sexual Assault Evidence Collection Kit (SAEK) as approved by the Michigan State Police.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. Describe how the organization ensures integrity in evidence collection and storage of SAEKs.
Organization [click or tap here to enter response.](#)
2. Describe how the organization manages SAEKs and records for exams that are completed off-site.
Organization [click or tap here to enter response.](#)

Standard C-SANE8:*Infrastructure*

The organization's policies, protocols, and practices related to [SAFE Response payments are consistent with Michigan law](#) and the DVS/MDSVPTB's philosophy.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. Describe how you inform patients/survivors of how exam will be billed including how it relates to privacy and safety.
Organization [click or tap here to enter response.](#)
2. If exams are paid for through SAFE Response, how does the organization ensure that patient(s)/survivor(s) understand that payment for the exam does not depend on their participation with law enforcement?
 Exams are NOT paid through SAFE Response
 Organization [click or tap here to enter response.](#)
3. How does the organization ensure that costs eligible and billed for reimbursement through SAFE Response are not also charged to another funding source? Exams are NOT paid through SAFE Response
 Organization [click or tap here to enter response.](#)

Standard C-SANE9:*Foundational*

The organization responds in a timely manner to patients/survivors of sexual assault at a designated SANE site 24 hours a day/7 days per week.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. What is your policy on response time to the SANE site? Organization click or tap here to enter response. a. Do you have a defined response time benchmark? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe. Organization click or tap here to enter response. b. How frequently do you meet the response time benchmark? Organization click or tap here to enter response.
2. Describe your organizations' process for responding to SANE exams 24 hours per day/7 days per week. Organization click or tap here to enter response.
3. How many nursing and advocate staff are on call at any given time to respond for SANE exams? Does this number provide sufficient coverage? Organization click or tap here to enter response.
4. How do you ensure that no one SANE or advocate is overburdened? Organization click or tap here to enter response.

Standard C-SANE10: Foundational The SANE program provides crisis intervention, support, advocacy, and specific assistance to patients/survivors of sexual assault eligible for SANE services.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe how the SANE program provides crisis intervention. Organization click or tap here to enter response.
2. Describe how the SANE program provides emotional support. Organization click or tap here to enter response.
3. Describe how the SANE program provides advocacy. Organization click or tap here to enter response.
4. Describe how the SANE program provides specific assistance. Organization click or tap here to enter response.
5. Describe how the SANE program provides access to transportation to and after the exam. Organization click or tap here to enter response.
6. Describe how the SANE program provides access to necessary medication. a. HIV Organization click or tap here to enter response. b. pregnancy prevention Organization click or tap here to enter response. c. STD prophylactic Organization click or tap here to enter response. d. other Organization click or tap here to enter response.
7. How are the organization's ongoing services offered to patients/survivors of sexual assault eligible for SANE services? Organization click or tap here to enter response.

Standard C-SANE11: Foundational The organization provides and maintains specialized equipment for forensic evidence documentation purposes, locked space for charts/other evidence, and equipment for adequate disposal of medical waste.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe specialized equipment used by the SANE program.
Organization click or tap here to enter response.
2. Describe how the chain of evidence is maintained for SAEKs.
Organization click or tap here to enter response.
3. Describe your storage process for unreleased kits.
Organization click or tap here to enter response.
4. Describe what happens with SAEKs that are collected through mobile/off-site exams and who retains the kit.
Organization click or tap here to enter response.

Standard C-SANE12: The organization actively participates in [local community group\(s\) and/or interdisciplinary team\(s\)](#) to identify and address the long-term needs of sexual assault patients/survivors related to SANE services.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

- Narrative Response:**
1. What groups and/or [interdisciplinary teams](#) does the organization participate in to ensure that the long-term needs of sexual assault patients/survivors related to SANE services are addressed?
Organization click or tap here to enter response.
 2. What projects, products or changes have resulted from the activities of these groups?
Organization click or tap here to enter response.

Standard C-SANE13: The organization works collaboratively with community systems to positively impact institutional policies, practices, and procedures that affect sexual violence patients/survivors related to SANE services.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

- Narrative Response:**
1. Describe relationships, collaborations, and partnerships with key figures in community systems.
Organization click or tap here to enter response.
 2. Describe the organization’s participation in community task forces, work groups, and/or advisory boards which focuses on issues that are not specific to, but improve, the lives of patients/survivors of sexual assault.
Organization click or tap here to enter response.
 3. Does the community have a SART that meets regularly? Yes No If yes, please answer the a-d.
 - a. Who is involved?
Organization click or tap here to enter response.
 - b. How often does the group meet?
Organization click or tap here to enter response.
 - c. What are the group’s activities?
Organization click or tap here to enter response.
 - d. Describe changes as a result of the SART.
Organization click or tap here to enter response.
 4. Describe positive changes that have occurred in the way first responders respond to sexual assault because of your SANE program’s involvement.
Organization click or tap here to enter response.
 5. Describe efforts your SANE program has made to impact systems response to sexual assault.
 - a. Children Protective Services
Organization click or tap here to enter response.
 - b. Court

Organization click or tap here to enter response.

c. First responders
Organization click or tap here to enter response.

d. Hospital
Organization click or tap here to enter response.

e. Law enforcement
Organization click or tap here to enter response.

f. Prosecution
Organization click or tap here to enter response.

g. Underserved population service providers
Organization click or tap here to enter response.

h. Other
Organization click or tap here to enter response.

6. How does the organization seek ideas from other systems to improve the systems' response to sexual assault patients/survivors in the community?
Organization click or tap here to enter response.

Standard C-SANE14: Practice **The organization conducts or provides for SANE specific training for personnel employed by community system organizations.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe training the organization's staff has provided in the last year to personnel employed by community systems relative to providing effective SANE services and support for patients/survivors of sexual violence.
Organization click or tap here to enter response.

Standard C-SANE15: Practice **There is regular evaluation of the services and administration of the SANE program.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How is the administration and service delivery of the SANE program evaluated?
Organization click or tap here to enter response.

2. Who is responsible for the evaluation?
Organization click or tap here to enter response.

3. How is the evaluation documented?
Organization click or tap here to enter response.

4. Describe changes that have been made in the last two years as a result of program evaluation.
Organization click or tap here to enter response.

Standard C-SANE16: Practice **The organization uses designated personnel to implement policies and procedures for the SANE program.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

- Narrative Response:**
- List position title(s) involved in SANE programing including organization staff and/or hospital staff, if applicable.
Organization click or tap here to enter response.
 - Describe the duties and qualifications of the SANE program medical director.
Organization click or tap here to enter response.
 - Describe staff roles for SANE programming including, if applicable, forensic nurse examiner, advocates, and volunteers in responding to patients/survivors of sexual assault. If addressed within your protocol, please indicate. If not, please respond.
Organization click or tap here to enter response.
 - Describe how the organization provides court testimony. If addressed within your protocol, please indicate. If not, please respond.
Organization click or tap here to enter response.
 - Please describe the training SANEs receive to prepare them to provide court testimony.
Organization click or tap here to enter response.

Standard C-SANE17: **The organization uses trained, qualified and certified personnel to complete medical and forensic examinations following a sexual assault.**
Foundational

- The minimum standard requires that a nurse/medical provider has met the educational requirements set forth by the [International Association of Forensic Nurses \(IAFN\)](#) for sexual assault medical/forensic exams including didactic training, skills lab/preceptorship, speculum training, be observed by a qualified medical professional; and
- Ongoing clinical training and supervision are provided by medically qualified personnel.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

- Narrative Response:**
- List names and qualifications of staff providing SANE medical and forensic exams.
Organization click or tap here to enter response.
 - Describe the qualifications of the individual who provides supervision.
Organization click or tap here to enter response.

Standard C-SANE18: **SANE services are conducted in accordance with applicable professional, ethical, and legal principles.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

- Narrative Response:**
- Describe how the organization's SANE services are conducted in accordance with:
 - Ethical principles
Organization click or tap here to enter response.
 - Legal principles
Organization click or tap here to enter response.
 - Professional

Organization click or tap here to enter response.

**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section C-TSH ~ Transitional Supportive Housing (TSH)

1. Summary of the Standards

This section presents standards that encompass an organization’s program administration practices and service delivery methods specifically related to Transitional Supportive Housing. Compliance with these standards will help ensure that an organization that provides Transitional Supportive Housing services to survivors of domestic/intimate partner violence, sexual assault, and their family and friends will:

- Assist clients in achieving housing stability by making available [flexible funding](#) and voluntary supportive services
- Assist clients in obtaining safe affordable housing
- Engage landlords and community partners to create partnerships which support client housing stability
- Stress safety for survivors and their children
- Meet contract requirements

2. Basic Considerations

These standards encompass the overall policies, practices and procedures the organization needs to ensure that persons served and prospective persons to be served in the Transitional Supportive Housing program receive services that they are eligible for, interested in and in need of; and that those services are delivered in a manner that is client-centered, non-judgmental, [culturally honoring](#), protects their dignity, and right to self-determination.

It also includes procedures for documentation of services that are provided and addresses the relationship between philosophy and practice.

Quality Assurance Standards Self-Evaluation

Introductory Questions: Section C-TSH ~ Transitional Supportive Housing

1. What changes have occurred in the past year or are presently underway?
Organization click or tap here to enter response.
2. What other changes do you think would be helpful?
Organization click or tap here to enter response.

Standard C-TSH 1: The TSH program goals, objectives, and plans are consistent with the organization's mission.
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What is the [process](#) the organization used for the development of TSH program's goals, objectives, and [plans](#)?
 Organization click or tap here to enter response.
2. What are the organization's strategies for achieving the TSH program's goals, objectives, and plans?
 Organization click or tap here to enter response.
3. Describe provisions for survivor involvement in the development of TSH program's goals, objectives, and plans.
 Organization click or tap here to enter response.
4. How does the TSH program fit within the organization's mission?
 Organization click or tap here to enter response.

Standard C-TSH2: The TSH program provides safe, single-family occupancy units, coupled with voluntary [supportive services](#), which are available to domestic/intimate partner violence and/or sexual assault survivors and their children.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What is the organization's total number of TSH units and how are they funded?
 Organization click or tap here to enter response.
2. List the communities where TSH units are available within your geographic service area:
 Organization click or tap here to enter response.

PLEASE ANSWER THE FOLLOWING QUESTIONS FOR DIVISION OF VICTIM SERVICE FUNDED UNITS ONLY
QUESTIONS 3-8

3. Describe the types of TSH units that are available.
 Organization click or tap here to enter response.
4. Are the units (check all that apply) rented leased owned?
 Organization click or tap here to enter response.
5. How are potential TSH units identified?
 Organization click or tap here to enter response.
6. What arrangements/agreements are made with landlords?
 Organization click or tap here to enter response.
7. What is the [process](#) for negotiating these arrangements?
 Organization click or tap here to enter response.
8. How are the agreements documented?
 Organization click or tap here to enter response.

PLEASE ANSWER THE FOLLOWING QUESTIONS FOR ALL TSH UNITS
QUESTIONS 9 – 14

9. How are survivors made aware of the TSH program?
 Organization click or tap here to enter response.
10. What is the application process?
 Organization click or tap here to enter response.

11. Are potential participants given written TSH eligibility guidelines? Organization click or tap here to enter response.
12. Are potential participants given written TSH program expectations related to rental arrangements, upkeep of the property, prohibited activities, and/or grounds for termination? Organization click or tap here to enter response.
13. What is the process for identifying which potential participants are selected to move into TSH units? Organization click or tap here to enter response.
14. Who makes those decisions? Organization click or tap here to enter response.

Standard C-TSH3: Voluntary [supportive services](#) are available for TSH residents and their children.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. What supportive services are offered to TSH participants? Organization click or tap here to enter response.
2. Do TSH staff stay in contact with TSH participants when they are not using supportive services? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe how? Organization click or tap here to enter response.
3. Describe methods staff employ to keep TSH participants informed and engaged in the program. Organization click or tap here to enter response.
4. Is the offering of supportive services and their use or non-use documented? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please describe how. Organization click or tap here to enter response.

Standard C-TSH4: TSH program policies stress non-violence, are client centered, and fair.
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. How are TSH program policies developed? Describe the process . Organization click or tap here to enter response.
2. How is survivor input included when TSH program policies are developed? Organization click or tap here to enter response.
3. Describe how applicable policies are made available to participants. Organization click or tap here to enter response.

Standard C-TSH5: The TSH program has [comprehensive written policies](#).
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard C-TSH6: *Foundational* Acceptable practices are followed for the orientation, development, and basic introductory training of TSH staff. Training content includes:
1. Assisting survivors to retain housing
2. Community assessment
3. Economic justice
4. [Flexible funding](#) distribution/documentation
5. Housing rights/laws
6. Identifying survivor needs
7. Landlord engagement
8. Mobile advocacy
9. Philosophy
10. Trauma-informed/survivor-centered advocacy
11. VAWA housing rules
12. Voluntary services

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe practices for training new TSH program staff.
[Organization click or tap here to enter response.](#)
2. Describe your practices for ongoing training of TSH staff.
[Organization click or tap here to enter response.](#)

Standard C-TSH7: *Practice* The organization actively participates in [local community groups](#) to identify and address long-term housing needs of survivors of domestic violence and sexual assault.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe how the organization participates in [community groups](#) to identify and address long-term housing needs of survivors of domestic/intimate partner violence and/or sexual assault.
[Organization click or tap here to enter response.](#)
2. What projects or products have resulted from the activities of these groups?
[Organization click or tap here to enter response.](#)

Standard C-TSH8: *Practice* There is regular [evaluation](#) of the services and administration of the TSH program.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How is the administration and service delivery of the TSH program evaluated?
Organization click or tap here to enter response.
2. Who is responsible for the [evaluation](#)?
Organization click or tap here to enter response.
3. How do you [evaluate](#) the TSH Program?
 - a. What does success look like?
Organization click or tap here to enter response.
 - b. From [whom](#) do you seek input?
Organization click or tap here to enter response.
4. How is the [evaluation](#) documented?
Organization click or tap here to enter response.
5. How is information from client feedback forms and other evaluations used? Describe changes implemented as a result of evaluation, if applicable.
Organization click or tap here to enter response.

Standard C-TSH9: The organization uses designated personnel to implement policies and procedures for the TSH program.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. List position titles designated who are responsible for
 - a. TSH client services
Organization click or tap here to enter response.
 - b. Recruiting landlords
Organization click or tap here to enter response.
 - c. Engaging and working with community landlords
Organization click or tap here to enter response.
 - d. Working with systems partners.
Organization click or tap here to enter response.
3. Describe activities conducted in the last year to recruit landlords.
Organization click or tap here to enter response.
4. Describe landlord engagement activities.
Organization click or tap here to enter response.
5. Describe staff involvement with resolving landlord and tenant issues.
Organization click or tap here to enter response.
6. In the last year, have staff provided or arranged for training of landlords? Yes No If yes, please describe.
Organization click or tap here to enter response.
7. Do DVS/MDSVPTB Division of Victim Services - TSH funded staff provide services to non-DVS/MDSVPTB TSH participants? Yes No If yes, please describe.
Organization click or tap here to enter response.

**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section D ~ Staff and Volunteer Management

1. Summary of the Standards

This section presents standards that address an organization’s policies and practices regarding staff and volunteers. Compliance with these standards will help ensure that an organization that provides domestic/intimate partner violence and/or sexual assault services will:

- Employ qualified persons who create an ethical, supportive and secure environment for survivors and their families and friends
- Recruit and maintain a staff qualified to perform the work required with diverse characteristics that:
 - Reflect individuals seeking support and assistance
 - Represent the community and geographic area served in which the organization is located
- Maintain a staff of persons who are sufficiently trained and highly motivated
- Establish policies that clearly define roles, are equitable and meet legal requirements related to personnel management

2. Basic Considerations

These standards encourage strong professional values. They assume that written policies and consistent practice are the cornerstones of a quality human resource system. They include planning and [evaluation](#) of procedures and practices related to the organization’s administration of staff and volunteers.

**Quality Assurance Standards Self-Evaluation
Introductory Questions: Section D ~ Staff and Volunteer Management**

1. What changes have occurred in the past year or are presently underway?
Organization [click or tap here to enter response.](#)

2. What other changes do you think would be helpful?
Organization [click or tap here to enter response.](#)

Narrative Responses: If the narrative response to a volunteer question is the same as the staff question response you may simply reference the staff response.

Standard D1: *Infrastructure* Goals, objectives, and [plans](#) are established for the [administration and management of staff](#).

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe the [process](#) used to determine goals, objectives, and plans developed for the [management and administration of staff](#).
Organization click or tap here to enter response.

Standard D2: *Infrastructure* Goals, objectives, and plans are established for the [administration and management of volunteers](#).

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe the [process](#) used to determine goals, objectives, and plans for the [management and administration](#) of volunteers.
Organization click or tap here to enter response.

Standard D3: *Infrastructure* A [comprehensive manual](#) containing all personnel policies is maintained, kept current, and made available to all staff.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What is the [process](#) for making changes to the personnel policies?
Organization click or tap here to enter response.
2. How are staff informed/trained when there are changes made to the personnel policies?
Organization click or tap here to enter response.
3. How often are the personnel policies reviewed by the Board?
Organization click or tap here to enter response.
4. Have there been changes in the past year? Yes No If yes, please describe.
Organization click or tap here to enter response.
5. How do staff access the personnel policies?
Organization click or tap here to enter response.

Standard D4: *Infrastructure* A [comprehensive volunteer manual](#) containing all volunteer policies and practices is maintained, kept current, and made available to all volunteers.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 None

Standard D5: **Acceptable practices are followed for recruiting, hiring, and assigning staff.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How does the organization recruit and assign employees to fill available positions?
 Organization click or tap here to enter response.
- If the organization does not have a policy relating to hiring relatives or friends, what is your practice?
 Organization click or tap here to enter response.
- What measures does the organization take to avoid the appearance of conflict of interest with staff?
 Organization click or tap here to enter response.
- What has been the organization's most recent conflict of interest with staff? How was it addressed?
 Organization click or tap here to enter response.

Standard D6: **Acceptable practices are followed for recruiting, selecting, and assigning volunteers.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How does the organization recruit and assign volunteers to fill available positions?
 Organization click or tap here to enter response.
- What measures does the organization take to avoid the appearance of conflict of interest in volunteers?
 Organization click or tap here to enter response.
- What has been the organization's most recent conflict of interest with volunteers? How was it addressed?
 Organization click or tap here to enter response.

Standard D7: **Acceptable screening practices of potential staff members, which serve to protect the organization and its clients, are clearly defined and followed.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:	
1. Describe the pre-hiring screening process for staff, including reference checks. Organization click or tap here to enter response.	
2. How does the organization verify applicant employment history, education, certification and/or licensure, criminal history, history of substantiated child abuse and/or sexual abuse offense? Organization click or tap here to enter response.	

Standard D8: <i>Foundational</i>	Acceptable screening practices of potential volunteers, which serve to protect the organization and its clients, are clearly defined and followed.
--	---

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:	
1. Describe the pre-volunteering screening process for each category of volunteer . Organization click or tap here to enter response.	
2. How does the organization verify volunteer applicant's employment history, education, certification and/or licensure, criminal history, history of substantiated child abuse and/or sexual abuse offense? Organization click or tap here to enter response.	

Standard D9: <i>Practice</i>	Acceptable practices are followed in supervising and evaluating staff.
--	---

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:	
1. Describe the process for supervision of staff. Organization click or tap here to enter response.	
2. Describe the performance evaluation process for staff. <ul style="list-style-type: none"> a. How often does performance evaluation occur? Organization click or tap here to enter response. b. What is its relationship to job descriptions and to goals mutually set by the supervisor and staff? Organization click or tap here to enter response. 	
3. Describe the organization's process for addressing inadequate performance by staff. Organization click or tap here to enter response.	

Standard D10: <i>Practice</i>	Acceptable practices are followed in supervising and evaluating volunteers.
---	--

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:	
1. Describe the performance evaluation process for volunteers. <ul style="list-style-type: none"> a. How often does performance evaluation occur? 	

Organization click or tap here to enter response.

b. What is its relationship to job descriptions and to goals mutually set by the supervisor and volunteer staff?
Organization click or tap here to enter response.

2. Describe the organization's process for addressing inadequate performance by volunteer staff.
Organization click or tap here to enter response.

Standard D11: Acceptable practices are followed in voluntary and involuntary separation from the organization.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the organization's practices related to terminating employment of staff and dismissing volunteers.
Organization click or tap here to enter response.

2. What [procedures are followed when an employee or volunteer leaves](#) the organization?
Organization click or tap here to enter response.

Standard D12: The organization develops and implements [culturally honoring](#) and respectful practices among its staff.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe actions that your organization has taken to promote awareness and enhance staff's ability to recognize, honor, and respect inclusivity of all people.
Organization click or tap here to enter response.

2. Describe how the organization identifies the underserved, marginalized or unreached populations in the community.
Organization click or tap here to enter response.

3. Describe how the organization [supports practices](#) among staff that are [culturally honoring](#) and respectful.
Organization click or tap here to enter response.

Standard D13: The organization has a range of [policies, procedures and/or practices relating to the use of technology](#).
Infrastructure

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What [technology](#) is used by staff in the delivery of services and in their daily functions?
Organization click or tap here to enter response.

2. What type of technology equipment are assigned to staff and how is that determination made?
Organization click or tap here to enter response.

3. Describe how you safeguard confidential information and preserve safety on organization [devices](#) assigned to staff.
Organization click or tap here to enter response.

4. Describe if there are instances when staff utilizes personal devices in performing job functions. If so, please describe practices to protect confidentiality and preserve safety.
Organization click or tap here to enter response.

Standard D14: The organization establishes written [qualifications](#) for all staff positions and employs persons who meet or exceed those qualifications.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization determine [qualifications](#) for positions?
Organization click or tap here to enter response.
2. If individuals are hired that do not meet the established position qualifications stated in the job description, describe the decision making and documentation process.
Organization click or tap here to enter response.

Standard D15: The organization establishes written [qualifications](#) for all volunteer positions and utilizes persons who meet or exceed those qualifications.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization determine [qualifications](#) for volunteer positions?
Organization click or tap here to enter response.

Standard D16: Comprehensive job descriptions are available for staff positions.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How are [job descriptions](#) developed?
Organization click or tap here to enter response.
2. How does the organization determine which employees are exempt or non-exempt consistent with the [Fair Labor Standards Act](#)?
Organization click or tap here to enter response.

Standard D17: Comprehensive job descriptions are available for all volunteer positions.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable

Team Rating:

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe how volunteer [job descriptions](#) are [developed](#).
Organization click or tap here to enter response.

Standard D18: [A comprehensive, confidential personnel record is maintained for each staff member.](#)
Practice

Self Rating:

Team Rating:

Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. How does the organization maintain staff personnel records including access, confidentiality, retention, and storage?
Organization click or tap here to enter response.
6. Are there [separate files](#) maintained in addition to the personnel file? ? Yes No If yes, please describe.
Organization click or tap here to enter response.

Standard D19: [A comprehensive, confidential personnel record is maintained for each volunteer.](#)
Practice

Self Rating:

Team Rating:

Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. How does the organization maintain volunteer staff personnel records including access, confidentiality, retention, and storage?
Organization click or tap here to enter response.

Standard D20: [A benefits package and salary ranges are maintained to attract and retain qualified staff.](#)
Practice

Self Rating:

Team Rating:

Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. What [process](#) does the Board use to assure that salaries and benefits are competitive?
Organization click or tap here to enter response.
2. How does the organization administer its salary and benefits program to ensure that it is equitable?
Organization click or tap here to enter response.

Standard D21: *Practice* The organization provides written information to staff upon hiring or major transitions, detailing information about their position and welcoming them to the organization or to their new position.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What written information is provided to an employee upon hiring or major transition?
Organization click or tap here to enter response.

2. How does the organization record and track changes to the employee’s employment status?
Organization click or tap here to enter response.

Standard D22: *Practice* The organization determines the need for volunteer services and utilizes the services of volunteers as appropriate.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization determine the need for volunteer services?
Organization click or tap here to enter response.

Standard D23: *Practice* The organization recruits **diverse** staff and volunteers reflective of the individuals served, community and geographic area.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the methods used to ensure the hiring of a **diverse** workforce reflective of the populations, community, and geographic area served.
Organization click or tap here to enter response.

2. Describe the **diversity** of your staff and volunteers.
Organization click or tap here to enter response.

Standard D24: *Foundational* Acceptable practices are followed for the orientation, development, and basic introductory training of staff and volunteers. Training content is compatible with the DVS/MDSVPTB’s philosophy. Specialized training on both domestic and sexual violence exists for those individuals answering the 24-hour line and/or working in-person with residential or non-residential clients. New employees and volunteers providing direct service with survivors attend a New Service Provider Training (NSPT), the content of which includes:

- Child sexual abuse
- Crisis and trauma intervention principles and techniques
- Domestic/intimate partner violence and children

- Dynamics of domestic/intimate partner violence
- Dynamics of sexual assault
- Empowerment philosophy specific to domestic and sexual assault
- Historical, psychological, and societal-cultural aspects of domestic and sexual violence
- Introduction to court systems especially as applicable to domestic and/or sexual assault survivors
- Introduction to key laws related to domestic and sexual violence including confidentiality
- Introduction to law enforcement procedures applicable to survivors of domestic and/or sexual assault
- Medical procedures applicable to sexual and domestic assault survivors including evidence collection procedures
- Provision of services toward groups that are traditionally unreached and/or underserved in local communities
- Resource identification, access, and advocacy
- Sexual assault in the context of domestic/intimate partner violence relationships

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe the orientation and training [process](#) for staff and volunteers. Include the following if not described in the organization’s training outline and/or materials.
 - Training goals and objectives
Organization click or tap here to enter response.
 - Hours of training
Organization click or tap here to enter response.
 - Content including community resources
Organization click or tap here to enter response.
 - Response to the individual’s disclosure of domestic/intimate partner violence and/or sexual assault incident
Organization click or tap here to enter response.
 - Specialized emergency information
Organization click or tap here to enter response.
 - How the organization evaluates knowledge gained from training
Organization click or tap here to enter response.
 - How the DVS/MDSVPTB’s philosophy statement is integrated into the organization’s training programs
Organization click or tap here to enter response.
- How does the organization manage continued development of staff and volunteers to ensure they are current with advancement in the fields of domestic and/or sexual violence?
Organization click or tap here to enter response.

Standard D25: The organization has a professional development and training plan for each staff.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How does the organization establish [individualized development and training plans](#) for staff?
Organization click or tap here to enter response.

Standard D26: The organization provides resources to assure that staff are sufficiently trained in technology and software used within the organization.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe how the organization assures that staff are sufficiently trained in the use of technology and software.
 Organization click or tap here to enter response.
- Explain how the organization assesses the technology skills of potential and current staff to determine training needs, how often is this reevaluated?
 Organization click or tap here to enter response.
- If there was new software or hardware adopted in the last 3 years, please share the training process for staff.
 No new software or hardware in the last 3 years
 Organization click or tap here to enter response.
- Describe how you inform staff about [risks](#) associated with personal social media related to work.
 Organization click or tap here to enter response.

Standard D27: The organization addresses vicarious trauma among staff and volunteers.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How does the organization prevent or lessen the impact of vicarious trauma and increase resiliency among staff and volunteers?
 Organization click or tap here to enter response.

Standard D28: Responsibility for hiring and firing staff is clearly defined.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- List position title(s) designated for hiring/firing staff.
 Organization click or tap here to enter response.
- Describe the decision-making process for hiring staff.
 Organization click or tap here to enter response.
- Describe the decision-making process for firing staff.
 Organization click or tap here to enter response.

Standard D29: Responsibility for engaging and dismissing volunteers is clearly defined.

Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet		Not Applicable	
Team Rating:	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. List position titles designated for engaging and dismissing of volunteers.
 Organization click or tap here to enter response.

Standard D30: Practice The organization **evaluates** the effectiveness of its procedures and practices related to the administration of staff.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- How many individuals does the organization currently employ full-time? Part-time?
 Organization click or tap here to enter response.
- How many full-time equivalents (FTEs) are there?
 Organization click or tap here to enter response.
- How many **administrative/management staff positions** does the organization have? List position titles.
 Organization click or tap here to enter response.
- How many **supervisory staff positions** does the organization have? List position titles.
 Organization click or tap here to enter response.
- How many **direct service positions** does the organization have? List position titles.
 Organization click or tap here to enter response.
- What **questions** do you ask and/or what data do you use to determine the number of positions that are needed in each of the above categories?
 Organization click or tap here to enter response.
- Describe your staff/supervisor ratios throughout your programs?
 Organization click or tap here to enter response.
- What **questions** do you ask to determine staffing patterns?
 Organization click or tap here to enter response.
- How often do you review your organizational chart?
 Organization click or tap here to enter response.
- How do you know if procedures and practices related to the **management and administration of staff** are effective in meeting the organization's mission?
 Organization click or tap here to enter response.

Standard D31: Practice The organization **evaluates** the effectiveness of its procedures and practices related to the administration of volunteers.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. How many individuals currently volunteer at your organization?

Organization click or tap here to enter response.
2. How many volunteer staff positions are there? List position titles. Organization click or tap here to enter response.
3. How many supervisory/administrative positions work with volunteers? List position titles and the number of volunteers they work with and/or oversee. Organization click or tap here to enter response.
4. What questions do you ask and/or what data do you use to determine if volunteer positions are needed? Organization click or tap here to enter response.
5. What questions do you ask to determine volunteer staffing patterns? Organization click or tap here to enter response.
6. How do you know if your procedures and practices related to the management and administration of volunteers are working to meet client needs and organizational commitments? Organization click or tap here to enter response.

Standard D32: The organization uses [designated personnel to implement](#) its policies, procedures, and practices regarding staff and volunteers.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Who is responsible for implementing policies, procedures, and practices as they relate to staff and volunteers? List position(s) title(s), specific staff, and volunteer responsibilities.
Organization click or tap here to enter response.

Standard D33: The administration of staff and volunteers is in accordance with applicable professional, ethical, and legal principles.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization ensure that it follows federal and state employment laws?
Organization click or tap here to enter response.

**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section E ~ Community Engagement and Fund Development

Goals, objectives, and plans are established for [community engagement](#) and fund development, such as community relations, education, prevention, and public awareness.

1. Summary of the Standards

This section presents standards that encompass an organization’s policies, procedures, and practices relative to:

- Communications
- [Community education](#)
- Community relationships
- [Fund development](#)
- [Prevention](#)
- [Public awareness](#)
- [Public disclosure](#)

These areas are closely related and thus, evaluated together. The way in which an organization functions in these areas directly affects the quality of service the organization can provide. Compliance with these standards will help ensure that an organization will:

- Be accountable to the community
- Inform the community about the cause, implications, prevention, and working with survivors of domestic/intimate partner violence and/or sexual assault and their family and friends to promote healing and well being
- Encourage cooperative relationships with individuals and community organizations in order to gain understanding and support for organizational goals, services and needs
- Attain sufficient and diversified funding support to operate current programs and plans for meeting future needs

2. Basic Considerations

These standards emphasize the importance of the establishment of written plans, policies and adherence to professional guidelines as the foundation for community relations, education/prevention, community education, public awareness, and fund development. They encompass [evaluation](#) and strong professional values.

Quality Assurance Standards Self-Evaluation

Introductory Questions: Section E ~ Community Engagement and Fund Development

1. What changes have occurred in the past year or are presently underway?
Organization [click or tap here](#) to enter response.

2. What other changes do you think would be helpful?
Organization [click or tap here](#) to enter response.

Standard E1: *Infrastructure* The organization's philosophy related to [community engagement](#) and [fund development](#) is consistent with that of the DVS/MDSVPTB.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Does your organization utilize survivor's stories in [fund development](#) and [community engagement](#)?
 Yes No If yes, please describe your organization's practices and procedures surrounding the use of survivor's stories.
 Organization click or tap here to enter response.

Standard E2: *Infrastructure* Goals, objectives, and [plans](#) are established for [community engagement](#).

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. How does the organization develop goals, objectives, and plans for [community engagement](#) as it relates to?
 a. [Community relations](#)
 Organization click or tap here to enter response.
 b. [Education](#)
 Organization click or tap here to enter response.
 c. [prevention](#)
 Organization click or tap here to enter response.
 d. [Public awareness](#)
 Organization click or tap here to enter response.

Standard E3: *Infrastructure* [Policies](#) related to [community engagement](#) and [fund development](#) are comprehensive and practical.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard E4: *Foundational* The organization follows [acceptable practices for public disclosure](#) of program activities and financial position.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the nature and scope of the organization's public disclosure practices.
Organization click or tap here to enter response.
2. How does the organization make its program activity or financial information publicly available?
Organization click or tap here to enter response.

Standard E5: The organization conducts a [public awareness](#) program that raises the community's awareness of the causes, implications, and appropriate community response to domestic and/or sexual violence.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the organization's [public awareness](#) activities including how presenters are trained.
Organization click or tap here to enter response.
2. How does the organization use [technology and the internet to raise community awareness](#)?
Organization click or tap here to enter response.

Standard E6: The organization conducts a [fund development](#) program that secures sufficient funds to meet its current needs and future goals.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the [fund development](#) program consider future goals as it works to meet current needs?
Organization click or tap here to enter response.
2. What changes may occur in the future including budget restraints, increasing volume of clientele, etc.?
Organization click or tap here to enter response.

Standard E7: The Board of Directors/Governing Authority initiates and actively supports [fund development](#) efforts.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the Board's involvement in [fund development](#).
Organization click or tap here to enter response.

Standard E8: *Practice* **The organization conducts community engagement and fund development programs that project an accurate positive image throughout its geographic area served and raises the community's understanding of and support for its services.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What does the organization do to project a positive image throughout all communities in the geographic area served?
Organization click or tap here to enter response.
2. Is there anywhere in the geographic area served where the organization's image is not positive? Yes No If yes, please describe, including the organization's response.
Organization click or tap here to enter response.

Standard E9: *Practice* **The organization is readily identifiable and visible among its consumers, peer organizations, and appropriate community systems.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Have surveys or assessments been conducted to determine the level of recognition, respect, and support for the organization? Yes No If yes, please describe.
Organization click or tap here to enter response.
2. Is the organization viewed as the lead organization in the community for domestic violence and/or sexual assault survivors? Yes No If no, please describe.
Organization click or tap here to enter response.
3. How has the organization informed the community concerning legislative or local government issue dealing with the rights of survivors of domestic and/or sexual violence? Describe activities.
Organization click or tap here to enter response.
4. How does the organization conduct [community engagement](#) activities in outlying communities?
Organization click or tap here to enter response.

Standard E10: *Foundational* **[Community engagement](#) materials are available in other languages for any ethnic group with a presence in the community and the geographic area served.**

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization reach out to non-English speaking persons to ensure community engagement?
Organization click or tap here to enter response.
2. How do you determine what groups/communities meet requirements to have materials in another language?
Organization click or tap here to enter response.
3. Describe materials used in community engagement that are available in other languages?
Organization click or tap here to enter response.

Standard E11: Community engagement materials and sensory modalities are available to accommodate individuals with **diverse** needs.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. How do organizational [community engagement](#) materials and [methods accommodate individuals](#) with [diverse](#) needs?
 Organization click or tap here to enter response.

Standard E12: The organization uses designated personnel for its community engagement and fund development activities.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. List position title(s) designated for the organization’s community engagement and fund development efforts.
 a. [Community relations](#)
 Organization click or tap here to enter response.
 b. [Education](#)
 Organization click or tap here to enter response.
 c. [Fund Development](#)
 Organization click or tap here to enter response.
 d. [Prevention](#)
 Organization click or tap here to enter response.
 e. [Public awareness](#)
 Organization click or tap here to enter response.

Standard E13: The organization comprehensively **evaluates** the success of its **community engagement** activities to measure efficiency and effectiveness.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
 1. How does the organization evaluate the success of its [community engagement](#) activities?
 Organization click or tap here to enter response.
 2. How does the organization use [evaluation](#) in developing, reviewing, and/or revising these programs?
 Organization click or tap here to enter response.

Standard E14: The organization comprehensively **evaluates** the success of its **fund development** activities to measure efficiency and effectiveness.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable

Team Rating:

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization evaluate its fund development activities?
Organization click or tap here to enter response.

2. Do the fund development efforts support organizational sustainability?
 Yes No If no, please describe efforts to address.
Organization click or tap here to enter response.

3. How does the organization use [evaluation](#) in developing, reviewing, and/or revising fundraising efforts?
Organization click or tap here to enter response.

Standard E15: [Community engagement](#) is conducted in accordance with applicable professional, ethical, and legal principles.
Foundational

Self Rating:

Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

Team Rating:

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Does the organization comply with state and federal laws related to lobbying and political activity?
 Yes No If no, please describe.
Organization click or tap here to enter response.

Standard E16: [Fund development](#) is conducted in accordance with applicable professional, ethical, and legal principles.
Foundational

Self Rating:

Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

Team Rating:

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Does the organization allow staff to volunteer for [fundraising](#) activities? Yes No If yes, please describe the practices and procedures for evaluating the risks.
Organization click or tap here to enter response.

2. How do you honor and record a donor's intent of a gift?
Organization click or tap here to enter response.

3. How do you recognize donors?
Organization click or tap here to enter response.

4. Describe how you comply with [legal requirements surrounding fundraising and charitable solicitations](#).
Organization click or tap here to enter response.

5. Describe how you determine fair market value of [donated gifts](#).
Organization click or tap here to enter response.

6. Describe your process for identifying, documenting, and recording fundraising expenses.
Organization click or tap here to enter response.

**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section F ~ Systems Change

1. Summary of the Standards

This section presents standards that encompass an organization’s advocacy efforts to ensure that community systems used by domestic/intimate partner violence and/or sexual assault survivors and their families and friends, during crisis and in their effort to end violence in their lives, effectively and sensitively respond to their needs.

These systems include, but are not limited to:

- Criminal justice system(s)
- Civil justice system(s)
- Medical and health care system(s)
- Mental health system(s)
- Children’s services’ system(s)
- Educational system(s)
- Culturally specific system(s)
- Faith-based community system(s)
- Social services system(s)

Compliance with these standards will help ensure that the organization will work collaboratively with people in systems to change practices that are not helpful and positively reinforce practices that support and assist survivors.

2. Basic Considerations

These standards address the planning, education and advocacy efforts in which the organization engages in to ensure that domestic/intimate partner violence and/or sexual assault survivors and their families and friends, and those at risk of the same are protected and treated compassionately by those who are asked for or can offer help. The overall goal is to create an effective response system in the community; and to change cultural attitudes and institutional practices that support violence. It is important to remember that standards can only address the issues for which the organization can be accountable. Organizations cannot be held accountable for whether a system makes changes. Organizations can only be held accountable for their own efforts to educate and advocate in the hope that change will result.

**Quality Assurance Standards Self –Evaluation
Introductory Questions: Section F ~ Systems Change**

1. What changes have occurred in the past year or are presently underway?
Organization click or tap here to enter response.

2. What other changes do you think would be helpful?
Organization click or tap here to enter response.

Standard F1: *Infrastructure* The organization prioritizes the community systems and organizations which need to be impacted first and develops a Board of Directors/Governing Authority adopted [systems change plan](#) which defines strategies to work with each community on behalf of survivors of domestic/intimate partner and/or sexual violence and their children.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe the [process](#) the organization used to develop its systems change plan.
Organization click or tap here to enter response.
- How often, by whom is the plan reviewed and revised?
Organization click or tap here to enter response.
- When did the Board adopt a plan to address systems change?
Organization click or tap here to enter response.

Standard F2: *Infrastructure* The organization works collaboratively with community systems to positively impact institutional policies, practices, and procedures that affect domestic/intimate partner and/or sexual violence survivors and their children.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

- Describe relationships, collaborations, and partnerships with key figures in community systems.
Organization click or tap here to enter response.
- Describe the organization’s participation in community task forces, work groups, and/or advisory boards which focuses on issues that are not specific to, but improve, the lives of survivors of domestic/intimate partner violence and/or sexual assault.
Organization click or tap here to enter response.
- Does the community have a collaborative body that meets regularly to address issues of domestic violence and/or sexual assault? Yes No If yes, please provide information below for each collaborative body.
Organization click or tap here to enter response.
 - Who is involved?
Organization click or tap here to enter response.
 - What are the group’s activities?
Organization click or tap here to enter response.
 - What has changed as a result?
Organization click or tap here to enter response.
- How does the organization seek ideas from other systems to improve the systems’ response to domestic/intimate partner violence and/or sexual assault survivors in the community?
Organization click or tap here to enter response.
- Describe positive changes that have occurred in the way another system responds to domestic violence and/or sexual assault survivors because of the organization’s involvement.
Organization click or tap here to enter response.
- Describe how the organization handles inappropriate policies, procedures and practices carried out by the systems that affect prevention of domestic/intimate partner violence and/or sexual assault and do not work with survivors in a manner that supports survivor’s healing and well-being.
Organization click or tap here to enter response.
- Describe how the organization addresses systems change issues in outlying communities or counties.
Organization click or tap here to enter response.

Standard F3: The organization advocates with community systems personnel to reduce and remove common barriers impacting survivors of domestic/intimate partner violence and/or sexual assault and their families and friends as well as those at risk for domestic violence and sexual assault.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe how the organization has advocated with different community systems to address common barriers for survivors.
Organization click or tap here to enter response.

Standard F4: Members of the organization formally participate in the development and evaluation of domestic/intimate partner violence and/or sexual assault policies, procedures, and practices in local community systems.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe the process the organization uses to develop and/or evaluate policies, procedures and/or practices within local community systems that affect domestic violence and sexual assault survivors.
Organization click or tap here to enter response.
2. Describe how the organization has participated in the recent creation and/or changes to community system's policies, procedures or practices. What system was impacted?
Organization click or tap here to enter response.

Standard F5: The organization conducts or provides for training designed for personnel employed by community system organizations.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe training the organization's staff has provided in the last year to personnel employed by community systems relative to providing effective support for survivors of domestic and/or sexual violence.
Organization click or tap here to enter response.
2. Describe efforts within the past year to engage community system organization's employees in trainings.
Organization click or tap here to enter response.

Standard F6: The organization uses designated personnel for its systems change efforts.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Team Rating:	Meets <input type="checkbox"/>	Does Not Meet <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
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Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. List position title(s) designated for systems change efforts. <u>Organization click or tap here to enter response.</u>
2. Describe specific systems change training and orientation for staff involved in system change work. <u>Organization click or tap here to enter response.</u>



**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards – Introduction**

Section G ~ Facility, Safety, Security, and Health

1. Summary of the Standards

This section presents standards that address the organization’s policies and practices regarding:

- Essential physical resources
- Transportation of clients
- Buildings, grounds and equipment

Compliance with these standards will help to ensure a setting that is accessible, functional, attractive, and safe for clients, visitors, staff, and volunteers.

2. Basic Considerations

These standards encompass the overall practices and procedures that the organization employs to ensure that the buildings, grounds and equipment that the organization rents or owns are appropriately accessible, functional, attractive, safe, and secure for clients, visitors, staff, and volunteers. They ensure that the organization meets legal requirements regarding access, safety and health as well as acceptable standards of cleanliness and functionality. These standards encourage the establishment of plans and [evaluation](#) related to safety, health, buildings, grounds, and equipment.

Quality Assurance Standards Self-Evaluation

Introductory Questions: Section G ~ Facility, Safety, Security, and Health

1. What changes have occurred in the past year or are presently underway?
Organization click or tap here to enter response.
2. What other changes do you think would be helpful?
Organization click or tap here to enter response.

Standard G1: *Infrastructure* Goals, objectives, and [plans](#) are established for building, grounds, and [equipment](#) to ensure a healthy and safe environment.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the organization’s [process](#) for developing goals, objectives, and plans for building, grounds, and [equipment](#).
Organization click or tap here to enter response.

2. Describe the [process](#) for developing goals, objectives, and plans for technology.
Organization click or tap here to enter response.

Standard G2: *Infrastructure* The organization has a written emergency response [plan](#).

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard G3: *Infrastructure* Policies for the management of facilities are comprehensive and practical.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard G4: *Foundational* The organization institutes practices and procedures which, insofar as possible, protect survivors, children, and staff in the provision of services.

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the [organization plan for client and staff security](#) for in all locations?
Organization click or tap here to enter response.

2. Does the organization have a policy relative to assailants/perpetrators on the premises?
Organization click or tap here to enter response.

3. What [policies have the organization instituted to protect children](#) while receiving services?
Organization click or tap here to enter response.

4. Do clients always have access to phone and emergency numbers free of charge?
 Yes No If no, please describe how clients phone needs are addressed if there is limited access.
Organization click or tap here to enter response.

5. Describe efforts to prepare staff to [manage potentially dangerous situations](#).
Organization click or tap here to enter response.

Standard G5: Buildings, grounds, and [equipment](#) are accessible and/or alternative arrangements are in place to accommodate clients with special needs.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does your organization accommodate or arrange for individuals with special needs?
Organization click or tap here to enter response.

Standard G6: Buildings, grounds, and [equipment](#) are safe and functional.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization provide for safety related to the facility, grounds, and [equipment](#)? How is the process documented?
Organization click or tap here to enter response.

2. What are the organization's procedures related to the malfunction of [equipment](#)?
Organization click or tap here to enter response.

3. Does the organization regularly employ a commercial pest control company? Yes No If no, please describe how are pests exterminated?
Organization click or tap here to enter response.

4. How does the organization deal with donated goods that may present a health problem?
Organization click or tap here to enter response.

5. Describe security, safety, and health training for staff including who and frequency.
Organization click or tap here to enter response.

6. How does the organization ensure the health and safety of clients and staff regarding service animals, support animals, and pets?
Organization click or tap here to enter response.

Standard G7: Facilities and grounds provide physical spaces that are welcoming, inclusive, and promote safety and comfort.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe the [process](#) for maintaining welcoming facilities and grounds that promote inclusivity, safety and comfort for survivors and staff.
 - a. Administrative office
Organization click or tap here to enter response.
 - b. Advocacy
Organization click or tap here to enter response.
 - c. Childcare
Organization click or tap here to enter response.
 - d. Counseling
Organization click or tap here to enter response.
 - e. Outreach office(s)
Organization click or tap here to enter response.
 - f. Sexual Assault Nurse Exams (SANE)
Organization click or tap here to enter response.
 - g. Shelter
Organization click or tap here to enter response.
 - h. Supervised parenting time
Organization click or tap here to enter response.
 - i. Transitional supportive housing
Organization click or tap here to enter response.

Standard G8: The organization has adequate space to provide private and confidential services.

Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

None

Standard G9: The organization provides children's play areas inside and out at its residential facility(ies).

Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

None

Standard G10: The organization provides children's play area(s) at its non-residential office(s) and/or facility(ies).

Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard G11: **Cleaning supplies and other toxic materials are safely stored.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard G12: **The organization maintains a smoke-free environment.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard G13: **The organization provides protection from fire and there is a system for early warning of fire.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe fire warning system.
Organization click or tap here to enter response.

Standard G14: **In the event of fire, natural disaster, or other emergencies the organization provides for the protection and safe evacuation of persons from its buildings and grounds.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
1. Describe how staff and clients are notified of evacuation procedures.
Organization click or tap here to enter response.

2. What are the organization's evacuation procedures in case of fire, natural disaster or other emergencies?
Organization click or tap here to enter response.
3. When and how do the staff and clients practice evacuation?
Organization click or tap here to enter response.

Standard G15: **The organization has provisions for first aid and emergency medical care for its clients, staff, volunteers, and visitors.**
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets		Does Not Meet		Not Applicable	
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What are the organization's procedures for medical emergencies?
Click or tap here to enter text.
2. Which first aid and medical training is provided to employees and volunteers? (select all that apply)
- General First Aid How often? Organization click or tap here to enter response.
 - CPR How often? Organization click or tap here to enter response.
 - AED How often? Organization click or tap here to enter response.
 - Communicable disease How often? Organization click or tap here to enter response.
 - Universal precautions How often? Organization click or tap here to enter response.
 - Narcan How often? Organization click or tap here to enter response.
 - EpiPen's How often? Organization click or tap here to enter response.
 - Other: How often? Organization click or tap here to enter response.

Standard G16: **The organization provides personal care supplies to clients served by advocacy/emergency response, Sexual Assault Nurse Examiner Program (SANE), Transitional Supportive Housing (TSH), and/or shelter program(s).**
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable	
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How are personal care supplies distributed to clients served by SANE, shelter, and/or TSH program(s)?
Organization click or tap here to enter response.
2. What provisions are made for providing personal care supplies to clients with [differing needs](#)?
Organization click or tap here to enter response.

Standard G17: **The organization takes measures to protect the property of clients, staff, volunteers, and the organization itself from theft.**
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable	
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. What measure does the organization take to protect the property of clients, staff, volunteers, and the organization from theft?

Organization click or tap here to enter response.

Standard G18: The organization utilizes technology and information systems to enhance the delivery and administration of services.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Explain how your organization's technology and information systems support service delivery and administrative operations.
Organization click or tap here to enter response.
2. How are technology needs [evaluated](#) by the organization?
Organization click or tap here to enter response.
3. How are telecommunication, information systems, hardware and software protected from general access?
Organization click or tap here to enter response.
4. Describe any technology implemented or updated over the past two years.
Organization click or tap here to enter response.

Standard G19: The organization has procedures to house only the number of people in its residential facility(ies) that can adequately be served.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable	
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Describe how the organization determines the number of people who can be housed in the shelter.
Organization click or tap here to enter response.

Standard G20: Preparing, storing, and disposing of food meets acceptable standards.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:
None

Standard G21: Comprehensive [assessments](#) of buildings, grounds, and [equipment](#) are conducted to measure safety and health conditions.
Practice

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. How does the organization assess the efficiency and effectiveness of its operations and maintenance of buildings, grounds, and [equipment](#)?
Organization click or tap here to enter response.
2. Describe safety assessments for all offices
 - a. Administrative office
Organization click or tap here to enter response.
 - b. Advocacy
Organization click or tap here to enter response.
 - c. Childcare
Organization click or tap here to enter response.
 - d. Counseling
Organization click or tap here to enter response.
 - e. Outreach office(s)
Organization click or tap here to enter response.
 - f. Sexual Assault Forensic Medical Exam (SANE)
Organization click or tap here to enter response.
 - g. Shelter
Organization click or tap here to enter response.
 - h. Supervised parenting time
Organization click or tap here to enter response.
 - i. Transitional supportive housing
Organization click or tap here to enter response.

Standard G22:*Practice***The organization uses designated personnel to implement its policies and procedures relative to the organization's facility(ies), security, safety, and health.**

Self Rating:

Meets

Does Not Meet

Not Applicable

Team Rating:

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. List position titles designated for building maintenance, health and safety issues
Organization click or tap here to enter response.
2. Who is responsible for facility, health and safety policy, and implementation? How is oversight accomplished?
Organization click or tap here to enter response.
3. Please list positions and responsibilities related to maintaining the organization's information systems.
Organization click or tap here to enter response.

Standard G23:*Foundational***The organization adheres to all applicable zoning, building, fire, health, and safety codes of the community in which the organization is located.**

Self Rating:

Meets

Does Not Meet

Not Applicable

Team Rating:

Team Comments:

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations

Narrative Response:

1. Is your organization required to meet health, safety, and/or fire inspections per local codes? Yes No
If yes, please describe.
Organization click or tap here to enter response.
2. Is the organization inspected regularly by these departments? Yes No

If yes, please describe the outcome inspections.
 Organization [click or tap here to enter response.](#)

3. Has the organization been cited for non-compliance with any of these requirements in the last year?
 Yes No If yes, how was it resolved?
 Organization [click or tap here to enter response.](#)

4. Is the facility in compliance with regulations and/or acceptable practices related to lead, radon, asbestos, and carbon monoxide? Yes No If no, describe efforts to address compliance.
 Organization [click or tap here to enter response.](#)

Standard G24: The organization adheres to all applicable laws related to safety in the transportation of children and adults.
Foundational

Self Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Meets	Does Not Meet	Not Applicable
Team Rating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Team Comments:
 Reviewer [click or tap here to enter comments, strengths, opportunities, and/or recommendations](#)

Narrative Response:

1. Are car seats available for transporting children as required by law?
 Yes No If the organization is providing a car seat,
 a. How do you assure available car seats meet current guidelines and legal requirements?
 Organization [click or tap here to enter response.](#)
 b. How are staff trained on installation and use of car seats in agency vehicles?
 Organization [click or tap here to enter response.](#)

2. Does the organization have a policy for staff to report traffic violations/accidents while transporting clients?
 Yes No If yes, please describe.
 Organization [click or tap here to enter response.](#)

3. Does the organization review proof of insurance and valid driver's licenses for all staff and volunteers that drive for the organization or transport clients as a part of their work responsibilities? Yes No If yes, describe how often is the review conducted and by whom?
 Organization [click or tap here to enter response.](#)

**MDHHS Division of Victim Services
Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
Quality Assurance Standards ~ Scoring Explanation**

There are three groups of standards. All are significant and expected to be met. Every standard contributes to an excellent organization. The following criteria has been used to place each into a specific group:

- Foundational Standards – Ethical; legal; safety; health; client rights
- Infrastructure Standards – Plans and policies; compatibility with DVS/MDSVPTB philosophy
- Practice Standards – Vital to the essential functioning of an organization; evaluation; procedures; other.

The standards are comparable to the elements it takes to create a solid building. A building is comprised of its foundation, infrastructure and design. A building’s stability is impacted by each of these elements and supports the idea of weighting the standards. A foundation must be strong enough to support the infrastructure which supports the design and functionality of the building. The combination of these elements is fundamental to a strong organization.

Weighted Rating Score Scale:

	Exceptional	Meets	Opportunity	Plans to Meet	Does Not Meet	Not Applicable
<i>Foundational Standards</i> Rating Score	6	6	3	1	0	0
<i>Infrastructure Standards</i> Rating Score	5	5	2.5	1	0	0
<i>Practice Standards</i> Rating Score	4	4	2	1	0	0

Based on peer review team experiences, some standards are quantitative in nature and best rated as meets or does not meet. These do not require or fit a variable rating scale. Other standards are qualitative in nature. These are evaluated based on peer reviewers’ experience and expertise; and are rated as exceptional, meets, plans to meet, or does not meet.

Exceptional ratings are awarded extra points (bonus) in final scoring after a base line is determined.

Standards Groups							
Section Letter	Section Title	Total # of Standards in Section	# of Foundational Standards	# of Infrastructure Standards	# of Practice Standards	Highest Potential Weighted Score	Weighted Score Percentage of Total
A	Policy and Governance	15	5	4	6	74	9%
B	Financial Management	21	7	4	10	102	12%
C	Program Administration and Service Delivery	23	12	3	8	119	15%
C-SANE	Sexual Assault Nurse Examiner Program	18	10	3	5	95	12%
C-TSH	Transitional Supportive Housing	9	2	3	4	43	5%
D	Staff and Volunteer Management	33	7	5	21	151	19%
E	Community Engagement and Fund Development	16	5	3	8	77	10%
F	Systems Change	6	0	2	4	26	3%
G	Facility, Safety, Security, and Health	24	12	3	9	123	15%
	Totals	165	60	30	75	810	100%

MDHHS Division of Victim Services
 Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB)
 Quality Assurance Standards – Addendum – Updated March 2020

This addendum can be used as a guide to help understand and identify the important components of program development, policies, procedures, and practices that lead to excellence. It can also help clarify [organizational culture](#), service delivery methods and operations. Examples and definitions are included as guidance and do not represent all options. They are intended to assist in informing and describing information requested in standards’ narrative response questions and help identify the types of documents to attach.

Acceptable Public Disclosure <i>E4</i>	An exempt organization must make specific tax documents available for public inspection and copying. These items include: <ul style="list-style-type: none"> • IRS determination 501 c-3 letter • Annual return (990 or 990EZ) IRS – https://www.irs.gov/charities-non-profits/public-disclosure-and-availability-of-exempt-organizations-returns-and-applications-documents-subject-to-public-disclosure
Administration and Management of Staff <i>D1, D2</i>	Reporting structure, supervision structure, staff ratio, employee development
Administrative Management Positions	Executive Director, Bookkeeper, Finance Director, Receptionist
Aggregate Data <i>C19, C-SANE15, C-TSH9</i>	Summaries of client feedback surveys and/or compiled outcome data for each program area
All Programming Including Administrative	Domestic violence/intimate partner violence, sexual assault, Transitional Supportive Housing, children’s, SANE, legal, advocacy, counseling, shelter, supervised visitation, parenting time, childcare, community/prevention education, administration, fund development, and/or others as applicable
Background Check Policies <i>D7, D8</i>	Criminal history, state and national sex offender registries, MI Department of Health and Human Services Child Abuse Central Registry, E-Verification, driving record
Benefit Package or Salary Range that Attracts and Maintains Qualified Staff <i>B17, D20</i>	This is not a comprehensive list but examples of what to consider including in a benefit package: <ul style="list-style-type: none"> • Bonuses • Child friendly offices • Disability insurance • Employee appreciation events/activities • Fitness access/memberships • Flex time and flexible schedules • Flexible spending accounts • Fringe benefits • Health insurance (medical, dental, vision) • Holidays • Life insurance • Onsite healthy snacks/beverages • Overtime • Paid time off • Premium pay • Relocation assistance • Remote work options • Retirement/401K contributions • Sabbatical leave • Student loan repayment • Training/Professional development • Travel reimbursement • Tuition reimbursement

Breaches of Confidentiality <i>C8</i>	Sharing information about clients with unauthorized persons either while engaged in or after participating in the organization's services/programs; and/or during or after working hours
Capital Funds <i>B6</i>	Building, equipment , funds
Client and Civil Rights American with Disability Act <i>A14, C3, C-TSH4, D3, D4</i>	<p>The ADA prohibits discrimination based on disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications. It also applies to the United States Congress.</p> <p>To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activity, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all impairments that are covered.</p> <p>https://www.ada.gov/cguide.htm</p>
Client Engagement Methods <i>C-TSH3</i>	Email, list serves, website, newsletter, quarterly activities
Client Information/ Methods Made Available <i>C3, C4, C13, C-SANE3, C-TSH2</i>	Welcome letter, introduction to program staff, participant/client rights, grievances, emergency procedures, handbook
Client Programs	Domestic violence/intimate partner violence, sexual assault, Transitional Supportive Housing, children's, SANE, advocacy, counseling, shelter, legal, and/or others as applicable
Client Record (Comprehensive) <i>C14</i>	<p>This is not a comprehensive list but examples of what to consider including:</p> <ul style="list-style-type: none"> • Documentation that client eligibility was determined based on declaration of circumstances • Date(s) of contact with client • Description of type(s) of assistance requested by client and assistance provided • Method(s) of service delivery • Significant contact(s) with client and significant event(s) • Release of information form(s) signed by the client, as needed • Documentation that client was notified of the organization's client rights and grievance policy
Community Education <i>E2, E12</i>	Activities to promote learning and understanding of issues related to gender-based violence – you can see the audience.
Community Engagement <i>Section E</i>	<p>The combined efforts in which an organization interacts with the community it serves to educate and increase the understanding about available services, the cause, implications, prevention, and working with survivors of domestic/intimate partner violence and/or sexual assault and their family and friends to promote healing and well-being.</p> <p>Community Engagement activities include:</p> <ul style="list-style-type: none"> • Community education • Community relations • Education • Prevention • Public awareness
Community Engagement Policies <i>E3</i>	<p>This is not a comprehensive list. Examples to consider including are:</p> <ul style="list-style-type: none"> • Acceptance of donations • Communication • Media responses • Donor privacy • Events • Fundraising • Gift acceptance • Media response • Social media • Survivor stories

Community Relations <i>E2, E12</i>	<p>Activities to establish and maintain mutually beneficial relationships with the communities in which the organization operates. Examples include Zonta, Rotary, Chamber of Commerce, Board of Commissioners, and other community organizations (public, private or governmental).</p> <p>Activities include attending meetings, becoming members, involvement in committees and other community-based events.</p>
Confidentiality Laws <i>C8, C22, C-SANE4</i>	<ul style="list-style-type: none"> • Violence Against Women Act, 42 USC 13925(b)(2); and • Family Violence Prevention & Services Act, 42 USC 10402. • Domestic Violence/Sexual Assault Victim Counselor Privilege 2 Mich. Comp. Laws § 600.2157a(2) <p>Resources</p> <p>MCEDSV - Confidentiality Policy Considerations and Recommendations: A Resource Manual for Michigan Domestic and Sexual Violence Programs - http://www.mcedsv.org/images/Document/Resources/Confidentiality%20Manual%20Update%202018.pdf</p> <p>MDSVPTB Interactive Manual – https://bakerp26.wixsite.com/mdsvptbcontracts</p> <p>NNEDV Website – https://nnev.org/content/confidentiality/</p> <p>Technology Safety Project Confidentiality Project - https://www.techsafety.org/confidentiality</p>
Cost Analysis Samples <i>B15, C18</i>	<p>How the organization determines cost(s) by program or service area/cost center within an identified area, examples include:</p> <ul style="list-style-type: none"> • Counseling and advocacy services within domestic violence and/or sexual assault non-residential services • Program services by category (DV, SA, SANE, TSH) • Emergency shelter • Fundraising events (time and costs vs revenue vs social capital) • Purchasing equipment/property (buying vs leasing/renting) • Staffing (volume of units of service vs staffing hours) (staff utilization of time)
Crisis and Helpline Procedures <i>C5, C6</i>	<p>How the 24-hour crisis/hotline helpline works, where is it located, who supervises, how it is monitored, how are calls documented, differences/similarities for calls related to domestic violence/intimate partner violence and those related to sexual assault</p>
Critical Situations <i>G2</i>	<p>Accidents, serious illness, fire, medical emergencies, floods, natural disasters, hostage situations, bomb threats, unlawful intrusion, physical assault, hazardous material, data breach, data recovery, electronic disruption</p>
Culturally Honoring <i>C4, D12</i>	<p>To honor one another's traditions, beliefs, values, and practices means you are aware of the differences between cultures and honor cultural intents. The organization's behaviors, attitudes and policies support and enable staff to work effectively in diverse populations and situations. An organization that demonstrates culturally honoring qualities:</p> <ul style="list-style-type: none"> • Develops institutionalized cultural knowledge • Establishes organizational commitment and capacity for cultural self-assessment • Has an organizational consciousness of inherent dynamics when cultures interact • Includes adaptive service delivery that reflects an understanding of cultural diversity • Values diversity
Culturally Honoring and Respectful Sexual Assault Medical Examination Procedures/Practices <i>C-SANE3</i>	<p>SANE program offers culturally honoring care kits that support emotional support response in a culturally honoring way.</p> <p>Program is open and accepting of cultural practices/ceremonies in preparing examination room i.e. prayers, songs, smudging.</p>
Development of Position Activities and Qualifications <i>D16, D17</i>	<p>The process of gathering, examining and interpreting data about the task performed in a job, may be determined by:</p> <ul style="list-style-type: none"> • Conducting time studies • Identifying skills utilized to perform tasks • Interviewing employees to understand tasks they are performing • Observing how tasks are performed • Researching other like position in similar organizations

Direct Service Positions	Advocate, Counselor, Shelter Worker
Diversity D23, E11	Gender, race, ethnicity, age, sexual orientation, disability, geographic, cultural, type of victimization
Diverse Board A5, A7	<p>Diversity is about the different perspectives, skill sets and representation that individuals bring to the board. Board diversity includes personal experience, expertise, perspectives, and influence. Examples include different professions, life experiences, geography, age, race, gender, sexual orientation, socio-economic status, involvement with communities, interests.</p> <p>A diverse board:</p> <ul style="list-style-type: none"> • Reflects the diversity of the community served therefore providing access to resources through connections with partners and potential donors; and • Offers diverse perspectives from individuals better qualified to identify solutions and risks when facing major decisions.
Diversity – Complex Pieces D23	Diversity represents the many people that make up the community, it is about giving them a seat at the table, including their voice, and being open to listening, hearing and responding to that voice.
Donated Gifts E16	Stocks, property, leases, vehicles
Economic Justice C10	<p>Economic justice occurs when survivors have access to resources to help survivors achieve safety and independence including reduction of barriers that often impact an individual’s ability to move forward such as:</p> <ul style="list-style-type: none"> • Accessing legal assistance to address custody, child support • Poor credit scores (repairing credit ratings, addressing debt, freezing credit) • Stable employment (job training, education, removing barriers of attendance, transportation) • Addressing financial abuse occurring after leaving the abuser: <ul style="list-style-type: none"> ○ Evictions ○ Legal issues ○ Ruined credit scores ○ Sporadic employment histories
Education E2, E12	Providing curriculum-based instruction as defined by contracts.
Electronic Communication Modalities	Electronic posts created by the organization including versions in languages other than English; those adapted for special needs and/or materials that are developmentally and literacy appropriate; technology for deaf or hard of hearing persons; audio and large print for partially sighted or blind persons
Electronic Devices D13	Cell/smart phones, tablets, laptops, cameras, pagers, USB drives
Electronic Financial Methods B8	Bank EFT, PayPal, app pays, square readers
Equipment	Utilities, furnace, boiler, water heater, appliances, generator, technology devices, vehicles
Evaluating Data	Look for patterns, how often assessed against past outcomes
Evaluation A2, A12, C18, C19, C-SANE15, C-TSH8, D30, E13, E14, F4, G21	<p>Evaluation is the process of collecting information about the program in order to assess the effectiveness of service delivery, challenges and opportunities. Using evaluation information an organization can make adjustments that better meet client needs and improve program services and/or elements within the organization.</p> <p>Assessments/evaluations include determining what works and what does not. It can also include analyzing the impact of services, client satisfaction, supervisor to staff ratio, staff to client ratio, staff productivity, fundraising events, and cost effectiveness. Information gathered from evaluation can be utilized to propel changes to improve the quality of an organization’s practices and services.</p>
Evidence of Adherence to Applicable Codes, Zoning, Building, Fire, Health and Safety Codes C-TSH2, G23	Certificate of occupancy; health department evaluations; boiler, fire and/or safety inspections

Explaining a Process	How often does it happen (timeline), who is responsible (provides), who decides when it is needed, who provides it, how documented
Fair Labor Standards Act D16	Department of Labor fact sheets https://www.dol.gov/agencies/whd/fact-sheets Department of Labor exempt vs. non-exempt https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/fs17a_overview.pdf Department of Labor standard salary increase effective January 1, 2020. https://www.dol.gov/agencies/whd/overtime/2019/index
Financial Policies B3, B4, B6, B7, B8, B9, B13, B14, B21	This is not a comprehensive list but examples of what to consider including: <ul style="list-style-type: none"> • Audit processes • Authorization to sign contracts, approve expenditures and sign checks • Banking procedures (including electronic) • Budget • Compensation determination process • Conflict of interest • Cost allocation • Credit card use and acceptance • Depreciation • Document maintenance, retention and destruction • Donations • Equipment • Financial reports • Gift acceptance • Insurance • Internal controls including step by step description of how money or instruments of money is handled, the degrees of separation from opening the mail, issuing and signing checks, and going to the bank to make deposits • Inventory • Investments • Line of credit including authority to engage, access and limits • Mail • Payroll • Procurement • Purchases • Required annual interest/potential conflict of interest disclosures by directors and key employees • Risk assessment • Travel and reimbursement <ul style="list-style-type: none"> ○ Rates of reimbursement ○ Receipts required or not ○ Workday definition for exempt/non-exempt employees ○ Documentation required for mileage reimbursement ○ Eligible expenses ○ Use of personal auto • Whistleblower policy
Flexible Funding C-TSH6	Flexible funding is financial support provided to survivors to address barriers that exist between the survivor and safety. Financial support can be provided in several ways depending on the survivor's needs, the parameters of the funding source and organizational policy. Generally, the issuing process has as few barriers as possible. Flexible funding can include: <ul style="list-style-type: none"> • Payments to a third party requested by the survivor <ul style="list-style-type: none"> ○ Childcare provider ○ Health care provider ○ Landlord ○ Others ○ Professional services (mechanic, electrician, plumber, carpenter) • Agency purchasing/providing gift card for necessities or services requested by the survivor • Cash assistance provided directly to the survivor
Fund Development	Activities the organization engages in to raise funds to support programs, services and facilities.

Section E	
Fundraising E16	The process of creating and enhancing relationships with potential and existing donors to ensure current and future income with a focus on larger and consistent gifts.
Fundraising and Charitable Solicitations Legal Requirements E15, E16	Raffle licenses, liquor licenses, license to solicit, how donations are valued, quid pro quo contributions when a donor receives something of value in return for their contribution
Goals, Objectives, and Plans are Established for the Administration and Management of Staff D1, D2	<p>Questions to consider when setting goals, objectives and plans for the administration and management of staff include:</p> <ul style="list-style-type: none"> • Are there case reviews or activities that occur regularly? • Are there frequent staff or other meetings to discuss challenges, identify resources, and seek solutions to barriers? • Do supervisors have support and knowledge to supervise and support staff? • How are supervisors supervised to ensure they are effective? • How is service documentation monitored? • How is staff supervised? • Is there a regular process for documentation of staff supervision? • What is the process for ongoing, intentional staff/supervisor interactions?
Governance Policies A4, A11	<p>This is a document that defines how a Board will operate within the organization. It outlines the processes, rules, policies on how the Board will govern itself (the tasks and things they will do) and the policies the Board will oversee in conducting/monitoring/overseeing the business of the organization</p> <p>This is not a comprehensive list but examples of what to consider including:</p> <ul style="list-style-type: none"> • Annual oversight tasks also known as a monitoring calendar • Board code of ethics • Board governance policy • Compensation determination process • Conflict of Interest • Document retention and destruction, minimally meeting contract requirements • Financial policies • Gift acceptance • Investment policy • Personnel policies • Risk management • Role of the Board • Role of the Chief Executive Officer/Executive Director • Short-term and long-term planning • Voting – in person, electronic, quorum • Whistleblower
Identify and Evaluate Risk A10	<p>An assessment is used to explore potential risks and vulnerabilities organizations face. It includes what will be done to protect the integrity of the organization and minimize its risks. An organization looks at potential risks to reduce the impact of or avoid:</p> <ul style="list-style-type: none"> • An individual being injured (staff, volunteers, clients, donors, community members) • The likelihood of facing legal action/consequences • Loss of funding • Loss of public creditability • Potential harmful impact on: survivors, service participants, staff, Board members, volunteers, community members • Natural disaster • Technology vulnerabilities: electronic database, video conferencing, firewalls, mobile devices
Individuals Responsible for Implementing Policies, Procedures and Practices Related	<p>List position(s) title(s) and specific staff and volunteer responsibilities. Example (can be done for any position):</p> <ul style="list-style-type: none"> • Volunteer Coordinator – All volunteers except for clinical intern placements – Responsibilities include recruiting, screening, placement, support, direct supervision, orientation, evaluation, and ongoing general training

to Staff and Volunteers <i>D32</i>	<ul style="list-style-type: none"> • Office Manager – All staff and volunteers – Responsibilities include assignment and orientation of technology, administrative orientation, background checks
Information Not Created by Organization	<p>Newspaper articles, copies of blogs, television interviews, on-line articles</p>
Insurances <i>B19, B20, D33</i>	<p>It is important to check your contract: some examples may include:</p> <ul style="list-style-type: none"> • Auto • Bond • Commercial • Crime • Cyber • Directors and Officers Liability • Employment Practices • ERISA • Flood • Fraud • General Liability • Lawyer • Medical • Non-Owned Auto Coverage • Professional Liability • Property – Building and Equipment/Furnishings • Sexual Abuse/Molestation • Umbrella • Unemployment • Volunteer • Workers Compensation <p>The organization’s insurance carrier can provide an ACORD form that summarizes specific coverages.</p>
Interdisciplinary Entities	<p>SART, CAC, MDT, SA Coalitions, DV Coalitions, Wrap around</p>
Key Staff Positions	<p>Program Manager, Fiscal Manager</p>
Legal/Ethical Practices in Fund Development and Community Engagement <i>E15, E16</i>	<p>In fund development and community engagement; activities that are legal, ethical and best practice could include:</p> <ul style="list-style-type: none"> • Accurate and honest communication • Activity alignment with organizational mission • Adherence to state fundraising laws https://www.michigan.gov/ag/0,4534,7-359-82915_82919_80762-424784--,00.html • Donor Bill of Rights • Financial transparency – easy access to non-profit financial and Board information • Having a State of Michigan Charitable License to Solicit • Notices required with solicitations • Obtaining proper licensing for events (liquor, raffle) • Policies and practices about the use of survivor stories and as speakers • Policies related to using images of people – must have permission, and may not include personally identifying information or images of minors • Public disclosure requirements • Public donor lists in manner which the donor wants • Reports to foundations and other funding sources • Respect restrictions on donor gifts • Timely gift acknowledgements • Transparency with fundraising costs

Legal Documents Policy	Warrants, subpoenas
LEP and 4-Point Analysis C10	United States Executive Order 13166 addresses "Improving Access to Services for Persons with Limited English Proficiency." The Executive Order requires that federal agencies work to ensure that recipients of federal financial assistance including nonprofit organizations receiving federal funds provide meaningful access to LEP applicants and beneficiaries. https://www.lep.gov/ .
Managing Potentially Dangerous Situations	De-escalation training, protocol development, role-playing, critical incident reviews
Methods to Determine Client Need	Determining if outreach offices are in the best location and/or if the offices are staffed at times most desired and convenient for persons seeking assistance and support
Methods to Reduce Access Barriers	Transportation, alternative meeting locations, Skype, texting, other accommodations
Organizational Components	<ul style="list-style-type: none"> • Culture • Goals/Purpose • Division of labor • Processes • Structure/Hierarchy of authority • Evaluation • Collaboration
Organizational Culture	The underlying beliefs, assumptions, values, and ways of interacting that contribute to the unique social and psychological environment of an organization.
Organizational Reports A12, A13	<p>This is not a comprehensive list but examples of what to consider including:</p> <ul style="list-style-type: none"> • Board and staff self assessments and satisfaction • Community partners feedback • Community systems surveys of agency work • Cost analysis • Financial reports • Review of client feedback/satisfaction surveys • Service delivery reports describing: <ul style="list-style-type: none"> ○ Number of individuals accessing/using services ○ Which services accessed/used ○ Level or amount of services accessed/used • Staff reports
Organizational Security G4, G6	Shelter facility; telephones; grounds; offices; mobile advocacy, and security of clients and their children when they leave the grounds
Organizational Structure C18	A system that outlines how certain activities are designed in order to achieve organizational goals. These activities are "organization components" and can include rules, roles and responsibilities. The organizational structure also determines how information flows through the organization. (For example: top down, centralized, decentralized across various levels). The organizational structure defines the hierarchy, roles, where things fit within the organization, how the organization approaches priorities, its culture, engagement, policies, and procedures.
Other Local Service Providers	Offsite groups, substance abuse organizations, homeless shelters, cross training, co-located staff, COC, HARA, coordinated entry
Personnel Policies D3, D7, D8, D11, D33	<p>This is not a comprehensive list but examples of what to consider including:</p> <ul style="list-style-type: none"> • American with Disability Act • Attendance • Benefits • Confidentiality • Conflict of interest • Discrimination/harassment complaint process • Drug/smoke free workplace • Employee injuries • Employment

	<ul style="list-style-type: none"> • Employment status • Equal Employment Opportunity • Ethics and conduct • Grievance response • Nepotism • Performance appraisals • Personnel records • Safety • Sexual harassment • Social media usage • Technology • Termination • Time and pay • Travel • Universal precautions • Whistleblower • Workplace violence policy
Personnel Record (Comprehensive) D3, D5, D7, D18, D19	<p>This is not a comprehensive list but examples of what to consider including:</p> <p><i>Personnel Record – General</i></p> <ul style="list-style-type: none"> • Background check results • Disciplinary actions • Driver’s licenses • Educational transcripts/verification of education • Employment application • Employment verification/reference checks • Goals/development plans • Job description • Offer letter signed by both parties • Performance evaluations • Receipt/acknowledgement of employee handbook • Resume • Separation documents <p><i>Personnel Records – I-9/E-verify</i></p> <ul style="list-style-type: none"> • E-Verification • I-9 Form <p><i>Personnel Record – Medical/Health</i></p> <ul style="list-style-type: none"> • Doctor notes/medical leave • Drug test results • Employee benefit forms • FMLA requests • Health insurance documents • Health related documents • Worker compensation claims <p><i>Personnel Record – Wage, Payroll and PTO</i></p> <ul style="list-style-type: none"> • Garnishments/litigation documents • IRS tax withholding forms • Payroll and compensation information • Timesheets
Personnel Records Separately Maintained	<p>Medical/health, payroll, disciplinary records, or immigration status</p>
Plan A2, B1, C5, C-SANE1, CTSH1, D1, E2, E6, E7, F1, G1	<p>A plan describes action steps to achieve goals and objectives. A plan includes timelines, who is responsible to implement action steps, and identified clear and obtainable measures. It is an evolving and changing document that is adjusted as barriers and challenges are identified and/or eliminated. An organization can have a variety of plans which could include:</p> <ul style="list-style-type: none"> • Community outreach

	<ul style="list-style-type: none"> • Evaluation • Facilities • Fund development/fundraising • Marketing • Short and long plans • Staffing • Strategic goals • System change
Policies to Protect Children <i>G4</i>	Safe facilities and equipment, child abuse and neglect, staff screening
Practices Supporting Culturally Honoring and Respectful	Training provided; practices adopted
Prevention <i>E2, E12</i>	Interventions designed to ultimately stop gender-based violence.
Process and Utilizing Data in Program Evaluation	Who get reports, is data used when making staffing decisions, program decisions, goals, objectives, who is involved, what information/data is utilized, how often completed, what questions are asked in determining when to reassess, add or reduce staff
Process for Developing Financial Management Goals	Who is involved, how frequently is the process completed, how frequently are the plans reviewed, what financial information is utilized to determine the goals and objectives
Process for Job Description Development <i>D16</i>	Who is involved in development, timeline for development, and review, how are revisions adopted and implemented
Process for Training Plan Development <i>D25</i>	Who creates plan, how are training needs determined, when is it done, where is plan documented, how is it reviewed, how often
Proof of Non-Profit Status	A letter from IRS indicating 501(c)3 status
Public Awareness <i>E2, E5, E12</i>	Activities that increase the public level of consciousness about available services and the impact of gender-based violence in the community. Examples include media interviews, social media posts, billboards, and community booths – you don't see the audience, but the information is out there for the public to see/learn.
Qualification in a Job Description <i>D14, D15</i>	<p>Typical qualifications to consider which describe the position and necessary abilities to perform job responsibilities:</p> <ul style="list-style-type: none"> • Attributes • Classification (Exempt/Non-Exempt) • Education/Knowledge • Experience/Credentials • Location • Skills/Ability • Supervisor
Resources – Domestic and Sexual Violence	Battered Women's Justice Project (BWJP) International Association of Forensic Nurses (IAFN) MDSVPTB Interactive Manual Michigan Coalition to End Domestic and Sexual Violence (MCEDSV) National Network to End Domestic Violence (NNEDV) National Sexual Violence Resource Center (NSVRC) Praxis International Rape, Abuse, & Incest National Network (RAINN) Safe Housing Partnership StrongHearts Native Helpline The TA Provider Resource Center (TA2TA) (List of OVW technical assistance providers)

	The National Alliance for Safe Housing (NASH) Uniting Three Fires Against Violence (UTFAV)
Safeguards and Measures to Protect Electronic Data <i>C8, C14</i>	Password protected documents, VPN, firewalls, use of mobile devices, texting with clients
SANE Policies/ Procedure <i>C-SANE2, C-SANE8, C-SANE11</i>	This is not a comprehensive list but examples of what to consider including: <ul style="list-style-type: none"> • Acute care needs • Aftercare or follow up • Confidentiality • Contacting advocates • Court testimony • Crisis intervention (assessment, triage, safety planning, transportation) • Hospital/medical SANE exams when medically needed (for community-based programs) • Maintenance of chain of evidence for evidence kits • Medical examination and evidence collection • Medical protocol(s) • Patient/survivor autonomy • Peer review process • Photo documentation • Record sharing • Referrals and information • Responding to patients/survivors with special needs and/or disabilities • Response time • Rights of patients/survivors and self determination • Role of Children’s Advocacy Center (CACs), if applicable • Role of criminal justice systems • Situations requiring mandatory reporting • Staff qualifications and training • Suspect examinations
Separation List <i>D3, D11</i>	This is not a comprehensive list but examples of what to consider including: <ul style="list-style-type: none"> • COBRA notification • Collect badge/business cards • Distribute final paychecks/pay outs • Exit interview • How communicated in organization • Key collection • Provide forms (<i>Approval for reference checks, updated address form, resignation letter</i>) • Records requiring update and documentation • Return of equipment • Technology access termination • What staff is involved
Social Media Risks <i>D13</i>	Privacy, others posting sensitive information on personal accounts, identify theft
Staff Analysis	Is analysis done comparing the amount of paid direct service staff hours worked versus the number of direct service units provided
Staffing Patterns	Where staff/volunteers will work, when/what hours they will work, and which staff/volunteers will have what responsibilities
Supervisory Positions	Program Manager, Advocacy Coordinator, Shelter Supervisor
Support Services <i>C6, C-TSH2, C-TSH3</i>	Health care; childcare; children’s services; assistance with legal, housing, financial, transportation needs
Systems Change Plan Elements <i>F1</i>	<ul style="list-style-type: none"> • Needs Assessment – Survivor identified needs, data utilized, stakeholders’ input, identified barriers • Goals – Based on needs assessment what are the desired changes

	<ul style="list-style-type: none"> • Actions – Develop a plan to reach the desired goals, what actions are needed, who needs to be engaged. Examples to consider including: <ul style="list-style-type: none"> ○ Collaborative responses ○ Monthly meetings ○ MOU (development and review) ○ Protocol development ○ System scan ○ Training • Timeline – Establish estimated completion date(s) for action steps • Responsible – Establish who is responsible for implementing action steps • Measures – Identify how progress on goals, objectives and action steps will be measured • Review – Establish how review will be implemented in day to day work including review by Board members, administrative staff, direct service staff, stakeholders/community partners
Technology in Community Engagement	Website, social platforms, social media, e-newsletter, e-blasts, mobile apps, blogs, vlogs
Technology in Service Delivery/Work	Texting, e-counseling, computerized accounting/database, tablets, cameras, electronic signatures
Technology Policies <i>A15, B12, C14, C16, D13, D26, E5, G1, G18</i>	<p>Technology use in organizations is constantly evolving. New threats, risks and challenges are presented continuously with hardware and software, and requires an organization’s constant monitoring. The establishment of a regular review of technology policies is necessary for the protection of an organization and its service recipients.</p> <p>This is not a comprehensive list but examples of what to consider including:</p> <ul style="list-style-type: none"> • Authorized use and access • Back up of systems • Collection, modification, use, and disclosure procedures for personally identifiable data (client and staff) • Data breach response plan • Engaging clients through electronic systems • Firewalls/safeguards • Physical protection of servers, computers, phones, and security systems • Plan for system disruption • Policy on electronic searches of clients • Procedure for software installation and patches • Procedures for the secure disposal of computers or other electronic media that contain client identified and other personally identifying data • Processes for survivors to opt-out, inspect, withdraw, or correct their data/records • Screening, training and background check processes of individuals who have access to sensitive information • Social media usage for agency • Social media and staff safety • Content of electronic records (client, business, financial), how long it is maintained, and who may access • Use of personal electronic devices • Use of technology in accommodating individuals
Technology Utilized by Board <i>A15</i>	Electronic voting, Board member portal, emailed Board packet
TSH Policies /Procedures <i>C-TSH4, C-TSH5</i>	<p>This is not a comprehensive list but examples of what to consider including:</p> <ul style="list-style-type: none"> • Access to supportive services once resident is no longer in the TSH program • Application process • Confidentiality • Dependent children • DVS/MDSVPTB funded vs. Non-DVS/MDSVPTB funded TSH program expectations, if applicable • Eligibility requirement(s)

	<ul style="list-style-type: none"> • Flexible funding • Lease agreement(s) • Mobile advocacy • Program terms and conditions • Rent requirement(s) • Resident selection process • Residents who are survivors of domestic violence/sexual assault vs. those who are not, if applicable • Service termination • TANF income requirement(s)
TSH Program Evaluation Stakeholders <i>C-TSH8</i>	Residents, staff, landlords, community members and partners
Volunteer Categories <i>D-8</i>	One time only, non-direct service, and/or direct service volunteers
Volunteer Manual (Comprehensive) <i>D4, D8, D11, D33</i>	<p>This is not a comprehensive list but examples of what to consider including:</p> <ul style="list-style-type: none"> • Attendance • Background checks • Benefits • Confidentiality • Critical incidents/emergencies • Documentation • Dress code • Drug/alcohol free environment • Emergency procedures • Equal opportunity • Ethics/code of conduct • Evaluation • Expectations • Expense reimbursement • Grievance policy • Harassment policy • Hours of operation • Media response boundaries • Mission, philosophy, history • Non-discrimination • Parking • Positions • Programs • Resignation • Scheduling • Smoke free environment • Social media • Supervision • Termination • Transportation • Travel • Volunteer orientation • Volunteer records • Weapons
Written Agreements <i>C-SANE16, C-SANE17, F2, F4</i>	MOUs, business partner agreements, protocols