# 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

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Website: http://www.michigan.gov/domesticviolence

# 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: <u>Introduction</u>, <u>Summary of Standards</u>, <u>and Basic Considerations</u> for each section.
- 2. Answer: <u>Introductory Questions</u> 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

	Exceptional		
(E)	• The standard is met in an excellent manner, i.e., a positive, creative, innovative approach		
	that could be replicated		
(M)	Meets		
(141)	The organization is following the standard		
	Opportunity for enhancement		
	The standard is minimally met		
(OE)	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		
	Plans to meet		
(P)	The standard is not currently met but the organization has an acceptable written plan in		
(P)	place to attain compliance		
	The organization's action/compliance plan is attached		
	Does not meet		
(D)	The standard is not met and there is currently not an acceptable plan to attain compliance		
(D)	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 <u>Items to be Submitted Prior to Onsite Visit</u> 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 1<sup>st</sup> column blank if item is attached. Type NA in the 1<sup>st</sup> 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 2<sup>nd</sup> column and which document in the 3<sup>rd</sup> 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 <u>Items to be Available for Review Onsite</u> listed after the list of <u>Items to be Submitted Prior to Onsite Visit</u>. The peer review team will examine documents items while at your organization.

#### MDHHS Division of Victim Services

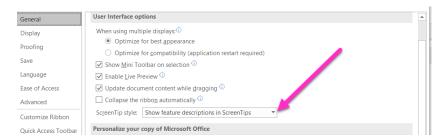
#### Michigan Domestic and Sexual Violence Prevention and Treatment Board (DVS/MDSVPTB) Quality Assurance Standards ~ Technology Hints

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.

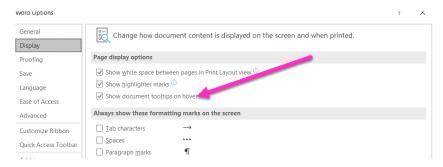
*Links* – Links are located throughout the QAS document which provide explanations or examples. The links connect to the addendum located at the end of the standards. Information may be accessed by clicking on the link and in some instances by hovering over the link where a screen tip may appear.

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

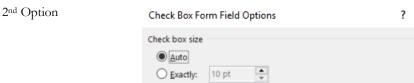
• Go to the "File" tab, select "Options", on the "General" tab and then "User Interface Options" under "ScreenTip Style" make sure that "Show feature descriptions in ScreenTips" is selected.

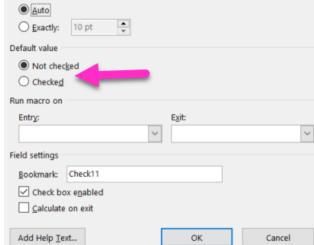


• Then, under "Options" select "Display" and make sure that "Show document tooltips on hover" is checked.



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".





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#### ITEMS TO BE SUBMITTED PRIOR TO ONSITE VISIT

#### **Instructions:**

Leave 1<sup>st</sup> column blank if item is attached. Type NA in 1<sup>st</sup> 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 2<sup>nd</sup> column and which document in the 3<sup>rd</sup> column.

Blank or NA	Page #	Document	Item Section A – Policy and Governance	
			Organization's mission and/or purpose statement A1, A9, C3	
			Organization's values and/or philosophy statement A1, A9, C3	
			Organization's articles of incorporation A1, A9, A12	
			Organization's bylaws <i>A1, A5, A6, A11, A12, D28</i>	
			Organization's history A1	
			Organization's brochures A1	
			Most recent annual report A1, E4, E6	
			Evidence of nonprofit status, generally a letter from the Internal Revenue Service (IRS)	
			indicating 501(c)3 or similar status A1, A12, A15	
			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' 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 <b>A4</b>	
			List of members of the Board of Directors/Governing Authority and committee members	
			indicating the expertise and knowledge base they bring to the organization A5, A12, A15	
			Chart identifying characteristics of the Board of Directors/Governing Authority A7	
			The organization's risk evaluation and management plan A10	
			Board of Directors/Governing Authority manual A11	
			Board of Directors/Governing Authority job descriptions A11	
			Board of Directors/Governing Authority monitoring calendar or similar tool A11	
			Code of ethics policy A11	
			Conflict of interest policy A11	
			Most recent Board of Directors/Governing Authority self-evaluation A11	
			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, D3</i>	
			E12, F6, G22	
			Evidence that the governing body evaluates the organization A12	
			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 are 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 A15	
	1		Section B – Financial Management	
+			Current approved operating budget including program budgets <b>B2</b>	
			Board adopted accounting, financial management, and/or related policies B3, B4, B6, B7,	
+			Monthly formula statements for the lest 12 months R4 R5 R7 R14 F7	
+			Monthly financial statements for the last 12 months <b>B4, B5, B7 B14, E7</b>	
+			Chart of accounts <b>B6</b>	
			Minutes of committee meetings related to financial oversight <b>B6, B16</b>	
			Written description of the organization's segregation of duties related to internal controls B.	
			Most recent audit conducted by independent accountant <i>B10</i> , <i>B14</i>	
			Auditor's letter summarizing findings and recommendations to the Board of	
			Directors/Governing Authority <b>B10</b>	
			Records management policy (including electronic records) B12, C14, C16	

File retention and destruction policy (paper and electronic) <b>B12</b>
Form 990 and extensions filed for most recently completed fiscal year <b>B13</b>
Documentation indicating cost(s) by program or service area/cost center within an identified area <b>B15</b>
Fringe benefit package B17, D20
Salary range schedule <i>B17</i> , <i>D20</i>
Staff and volunteer job descriptions (One for each staff and/or volunteer job position) <b>B18,</b>
C12, C21, CSANE16, CSANE17, CTSH10, D8, D14, D16, D17, D32, E12, E15, F6, G22
 ACORD documentation of liability insurance <i>B19</i>
ACORD documentation of professional liability insurance <i>B19</i> , <i>D33</i>
ACORD documentation of director and officer liability insurance <i>B19, D33</i>
ACORD documentation of fraud/employee theft insurance <i>B19</i> , <i>D33</i>
ACORD documentation of non-owned auto insurance B19, D33
ACORD documentation of other insurances, if applicable B19, D33
ACORD documentation of privacy and security (cyber) liability insurance 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 <i>C1</i> , <i>C23</i>
Service to clients who are mentally ill policy <i>C1</i> , <i>C23</i>
Sexual harassment and exploitation policy C1, C23
School attendance policy <i>C1</i> , <i>C23</i>
Shelter of children when adult resident does not have legal custody policy <i>C1</i> , <i>C23</i>
Client eligibility policy and/or criteria <i>C2</i>
Forms used to document client eligibility <i>C2</i>
Welcome/orientation packet(s) given to clients for each program <i>C3, C4, C13</i>
Plans for service delivery if separate from above <i>C5</i>
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 <i>C8</i>
Acceptance of legal documents policy C8, C22
Changes to client related policies in the past year <i>C9</i>
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 <i>C11</i>
Copy(ies) of blank intake forms for each program C11, CSANE10, CTSH2
Client rights policy C12
Client grievance procedure <i>C12</i>
Policy on orientation of service participants to the organization and available services <i>C13</i>
Copies of blank forms used in residential, non-residential, and SANE client files <i>C14</i> , <i>CSANE10</i> , <i>CTSH2</i>
Written policy on writing case notes and case note review <i>C14</i>
Case review policy C15
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Case closure policy C16
Case closure policy <i>C16</i> Units of service chart (Part of tre-review tracket — Please remember to note clients not in-service area in t.
Units of service chart (Part of pre-review packet – Please remember to note clients not in-service area in the
Units of service chart (Part of pre-review packet – Please remember to note clients not in-service area in the "other" column) C17, C19
Units of service chart (Part of pre-review packet – Please remember to note clients not in-service area in the

	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 <i>C18</i>
	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 <i>C20</i>
	None Note: Information regarding accuracy and timelessness of report will be provided by
	DVS/MDSVPTB. <b>C20</b>
	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 <i>CSANE2</i>
	SANE program policies CSANE2, CSANE8, CSANE11
	SANE patient/survivor packet <i>CSANE3</i>
	SANE Standard Operating Procedures/Manual, if applicable CSANE3, CSANE4,
	CSANE5, CSANE6, CSANE8, CSANE9, CSANE10, CSANE18
	SANE brochures, flyers, etc. <i>CSANE5, CSANE6, CSANE10</i>
	Statistical report(s) identifying numbers served and level of service provided <i>CSANE5</i> , <i>CSANE6</i>
	Meeting minutes and/or records of community collaborative groups, task forces and/or
	advisory boards working on systems change CSANE13, CTSH10, F2, F3
	Evaluation of SANE program administration and service delivery <i>CSANE15</i>
	Blank SANE patient/survivor feedback forms <i>CSANE15</i>
	Aggregate summary of SANE patient/survivor feedback forms and other evaluations  CSANE15
	Resume and curriculum vitae of SANE program clinical supervisor <i>CSANE16, CSANE17</i>
	Written agreements for SANE services CSANE16, CSANE17
	Sub section C-TSH – Transitional Supportive Housing
	Goals, objectives, and plans specific to TSH program <i>CTSH1</i>
	TSH brochures, flyers, etc. <i>CTSH2</i>
	Statistical report(s) identifying numbers served and level of service provided <i>CTSH2</i> , <i>CTSH9</i>
	TSH application packet <i>CTSH2</i>
+	TSH welcome packet CTSH2
	Health, safety, and/or fire inspection(s) of TSH units <i>CTSH2</i>
+	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 <i>CTSH4</i>
	Non-discrimination and/or affirmative action policy CTSH4, D3, D4
	Training records for staff (If available electronically) CTSH8, D9, D25, D26
	Training curriculum/manual for staff and volunteers (If available electronically, otherwise onsite)
	CTSH8, D24
	Handouts from training sessions (If separate from curriculum/manual) CTSH8, D24  Current agendas of training sessions CTSH8, D24
	Evaluation of TSH program administration and service delivery CTSH9
	Blank TSH client feedback forms <i>CTSH9</i>
	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) <b>D1</b>
	Goals, objectives, and plans specific to the administration and management of volunteers, if
	not included in above <b>D2</b>

	Access for persons with special needs including those who use wheelchairs, are partially
	sighted, blind, hard of hearing, or deaf policy <b>D3, D4</b>
	Access to personnel files policy <i>D3</i>
	At will employment policy <b>D3</b>
	Background check(s) policy D3, D4, D5, D6, D7, D8
	Benefits policy <i>D3</i>
	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 <i>D3</i> , <i>D4</i>
	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 <i>D3</i> , <i>D4</i>
	Family Leave Act policy, if applicable <i>D3</i>
	Grievance and appeal procedures <i>D3</i> , <i>D4</i>
	Holidays policy <b>D3</b>
	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 of policy <i>D3</i>
	Personnel files maintenance policy for employees <i>D3</i>
	Personnel Policies D3, D7, D8, D11, D33
	Policy describing method of salary progression <i>D3</i>
	Policy identifying who has hiring & firing authority of staff <i>D3</i> , <i>D28</i>
	Salary range policy <i>D3</i>
	Sexual harassment policy <b>D3, D4</b>
	Sick leave accrual and use policy <b>D3</b>
	Substance abuse including testing policy <i>D3</i> , <i>D4</i>
	Termination procedures policy D3, D11
	Travel reimbursement policy D3, D4
	Working hours, overtime, and paydays, documentation policy <i>D3</i>
	Workplace violence policy <b>D3, D4</b>
	Ethical behavior policy including D3, D4, D33
	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
	<ul> <li>Use of materials and equipment which belong to the organization</li> </ul>
	Other ethical issue of importance to the organization
	Access to volunteer files policy <b>D4</b>
	Performance appraisals policy for volunteers <b>D4</b>
	Personnel files maintenance policy for volunteer files <b>D4</b>
	Personnel Policies if applicable to volunteers <b>D4</b>
	Policy identifying who has authority to engage/dismiss volunteers <b>D4</b>
	Procedures related to dismissing volunteers <b>D4</b>
	Volunteer orientation/development/training policy(ies) D4, D10, D24
	Volunteer manual and/or policy(ies) D4, D8, D11, D33
	Training records for volunteers (If available electronically) <b>D10</b>
	Progressive discipline, if applicable <i>D11</i>
	Policies, procedures, and/or practices relating to the use of technology <i>D13</i>
	Social media policy <i>D13</i>
	Summary of staff and volunteer demographic information, if available <i>D23</i>
+ +	Staff and volunteer performance evaluation forms <b>D24</b>
	Staff training plan related to technology and software. <i>D26</i> Curriculum or outline of in-house training related to technology and software <i>D26</i>

	Documentation identifying who has authority to engage or dismiss volunteers <b>D29</b>	
	Summary or analysis of staff satisfaction surveys, if available <i>D30</i>	
	Summary or analysis of volunteer satisfaction surveys, if available D31	
	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 <u>electronic communication modalities</u> <i>E1, E5</i> ,	
	E8, E9, E10, E11	
	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,</i>	
	E10	
	Community interviews <i>E1</i> , <i>E5</i> , <i>E8</i> , <i>E9</i>	
	Donor privacy policy or Donor Bill of Rights <i>E6</i>	
	Marketing plan E2	
	Fund development plan B1, E2, E6, E7	
	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 E3	
	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</i> , <i>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 E13	
	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 F1	
	Policies, procedures, and/or protocols developed in collaboration with systems within the	
	community F2	
	Press releases from the organization F2	
	Policies, procedures, and/or practices that have been developed and/or evaluated. F4	
	Agendas, training outlines, handouts and/or curriculum for community systems. F5	
•	Section G ~ Facility, Safety, Security, and Health	
	Technology plan <i>G1</i>	
	Emergency response plan that addresses <u>critical situations</u> <i>G2</i>	
	Facility management policy G3	
	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 <b>G5</b>	
	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 (Within last 12)	
	months) G6	
	Most recent boiler inspection, if applicable (Within last 36 months if antique steam, all others within	
	last 12 months) <b>G6</b>	
	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	
	G7	
	Cleaning supply and other toxic materials storage policy <i>G11</i> Policy related to maintaining a smalle free environment <i>G12</i>	
	Policy related to maintaining a smoke-free environment <i>G12</i> Most report fire detection grates test results (Within last 12 months) <i>C13 C14</i>	
	Most recent fire detection system test results (Within last 12 months) G13, G14	

Posted emergency evacuation diagram G14	
Fire detection system test policy/procedure <i>G14</i>	
Quarterly fire drill policy/procedure <i>G14</i>	
Documentation related to the last four fire drills <i>G14</i>	
Building evacuation policy and procedures <i>G14</i>	
First aid and medical emergency policies <i>G15</i>	
Policy on cardiopulmonary resuscitation, universal precautions, and communicable diseases training for staff <i>G15</i>	
Staff first aid training records <i>G15</i>	
Prescription and over-the-counter medication policy and procedure <i>G15</i>	
Food preparation, serving, storage, and disposal policy G20	
Evaluation of facility, health, and safety issues <i>G21</i>	
Evidence of adherence to applicable codes, zoning, building, fire, health and safety codes (Annual health and safety inspection within the last 12 months) 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. <i>G24</i>	
Policy requiring all passengers/drivers to wear seat belts <i>G24</i>	
Policy prohibiting texting while driving <i>G24</i>	
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 <i>G24</i>	
Policy requiring volunteers/staff transporting clients in personal vehicles to have a valid driver's license on file <i>G24</i>	

### ITEMS TO BE AVAILABLE FOR REVIEW DURING ONSITE VISIT

ank	if item is available. Type NA in 1st column if item is not available.			
NA	Item			
	Section A – Policy and Governance			
	Performance evaluation of the Chief Executive Officer/Executive Director A11			
	Section B – Financial Management			
	Financial accounting records (If not available electronically or provided with submitted documents) B3, B4			
	Inventory of equipment and furnishings (If not available electronically or provided with submitted documents) B21			
	Section C – Program Administration and Service Delivery			
	Current and closed client files for each program C2, C8, C10, C11, C14, C15, C16, C22, CSANE3, CSANE4, CSANE5, CSANE6, CSANE10, CSANE18, CTSH2, CTSH3, CTSH4			
	Staff interviews <i>B16, C3, C4, C17, C18, CTSH4, E8, E12, F6</i>			
	Client feedback/satisfaction forms and other evaluations if not summarized, if applicable <i>C3</i> , <i>C4</i> , <i>C10</i> , <i>C19</i> , <i>CTSH8</i>			
	Crisis call activity log and/or records indicating time of call, person taking the call, and disposition of the call, i.e			
	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 <i>C6</i>			
	Resource and referral manual (If not available electronically) C6			
	Notes and/or records of supervisory and/or peer case review, if applicable <i>C15</i>			
	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) <i>CSANE12, CSANE13</i>			
	Protocols and/or Memorandums of Understanding (MOU) with law enforcement, hospital, Children's Advocac Center (CAC), and/or other pertinent groups <i>CSANE12, CSANE13, CSANE14</i>			
	Agendas, training outlines, handouts, and/or curriculums for SANE specific training for community systems			
	CSANE14			
	Employee personnel files <i>CSANE16, CSANE17, CTSH10, D5, D7, D9, D11, D14, D18, D21, D25, D33</i> ,			
	Volunteer personnel files CSANE16, CSANE17, CTSH10, D6, D8, D10, D11, D15, D19, D33			
	Training records for staff (If not available electronically) CSANE16, CSANE17, CTSH10, D9, D25, D26			
	Training records for volunteers (If available electronically) CSANE16, CSANE17, CTSH10, D10			
	Contract with Medical Director <i>CSANE18</i>			
	Documentation of Chart Reviews <i>CSANE18</i>			
	Section D – Staff and Volunteer Management			
	Current agendas of training sessions (If not available electronically) D4			
	Handouts from training sessions (if separate from curriculum/manual) (If not available electronically) D4			
	Former staff and volunteers' personnel files <i>D11</i>			
	Training curriculum/manual for staff and volunteers (If not available electronically) D24			
	Staff satisfaction surveys if not summarized, if applicable <i>D30</i>			
	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			
	information about the organization which may or may not have been created by the organization (If not available			
	electronically) E5, E8			
	Local news articles relative to domestic and/or sexual violence (If not available electronically) E9, F2			
	Braille and/or other materials for persons with limited sight or who are blind <i>E11</i>			
	Technology used for accommodations <i>E11</i>			
	Other accommodating items <i>E11</i>			
	Section G ~ Facility, Safety, Security, and Health			
	Entrances, exits, steps, walkways, etc. are clear <b>G6</b>			
	Windows are free from outside release bars and debris <b>G6</b>			
	No combustible materials in building, basements, attics or attached buildings <b>G6</b>			
	Equipment is functioning <b>G6</b>			
	Observe facility's general condition and functionality <i>G6</i> Confirm that adequate 24-hour heat, electricity, and water service are available <i>G6</i>			

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

# 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 <u>organizational</u> 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: Infrastructure	The purpose of the organization is clearly stated an philosophy of the DVS/MDSVPTB.	d compatible wi	th the
Self Rating:	Meets	Does Not Meet	Not Applicable
Team Rating:			
Team Comments: Reviewer click or tap here to ent	er comments, strengths, opportunities, and/or recommendations	S	
Narrative Response:			
None			
Tione			
Standard A2:	The Board of Directors/Governing Authority sets g	oals and objecti	ves for the
Infrastructure	organization and identifies plans and activities to a		
			<u>'</u>
Self Rating:			
Exceptional	Meets Opportunity for Enhancement Plans to Meet	Does Not Meet	Not Applicable
Team Rating:			
			1
Team Comments:			
Reviewer click or tap here to ent	er comments, strengths, opportunities, and/or recommendations	S	
Narrative Response:			
	ard uses for development of its long-range, strategic or ann	uial plan?	
*		idai <u>piaii</u> :	
Organization click or tap he		1	
*	rvivor's involvement in the organization's planning and eva	uuation.	
Organization click or tap he			
	in the planning and evaluation process?		
Organization click or tap he			
	ate in the planning and evaluation process?		
Organization click or tap he			
5. Who are the other key stak	eholders included in the organization planning and evaluat	ion process?	
Organization click or tap he	ere to enter response.		
Standard A3:	The organization has developed a transition plan to	address leaders	hip changes
Infrastructure	or other major transitions.		
Self Rating:			
Exceptional	Meets Opportunity for Enhancement Plans to Meet	Does Not Meet	Not Applicable
Exceptional Team Rating:	Meets Opportunity for Enhancement Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	Meets Opportunity for Enhancement Plans to Meet	Does Not Meet	Not Applicable
Team Rating: Team Comments:			Not Applicable
Team Rating: Team Comments:	Meets Opportunity for Enhancement Plans to Meet		Not Applicable
Team Rating:  Team Comments: Reviewer click or tap here to ent			Not Applicable
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:	er comments, strengths, opportunities, and/or recommendations	5	Not Applicable
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:  1. What plans has the Board of	er comments, strengths, opportunities, and/or recommendations developed for the possible transition of the executive direct	5	Not Applicable
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:  1. What plans has the Board of Organization click or tap here	er comments, strengths, opportunities, and/or recommendations developed for the possible transition of the executive director ere to enter response.	5	Not Applicable
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:  1. What plans has the Board of Organization click or tap here  2. What transition plans are described by the second of the seco	developed for the possible transition of the executive director enter response.  leveloped regarding the loss of other key staff persons?	5	Not Applicable
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:  1. What plans has the Board of Organization click or tap here 2. What transition plans are do Organization click or tap here	er comments, strengths, opportunities, and/or recommendations developed for the possible transition of the executive directer to enter response.  leveloped regarding the loss of other key staff persons? ere to enter response.	tor?	
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:  1. What plans has the Board of Organization click or tap here 2. What transition plans are dof Organization click or tap here 3. Does the Board have a plant	developed for the possible transition of the executive director enter response.  leveloped regarding the loss of other key staff persons?	tor?	
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:  1. What plans has the Board of Organization click or tap here 2. What transition plans are dof Organization click or tap here 3. Does the Board have a plan please explain.	er comments, strengths, opportunities, and/or recommendations developed for the possible transition of the executive director er to enter response.  Leveloped regarding the loss of other key staff persons?  Leveloped response.  In developed for the significant loss or addition of programs.	tor?	
Team Rating:  Team Comments: Reviewer click or tap here to ent  Narrative Response:  1. What plans has the Board of Organization click or tap here 2. What transition plans are dof Organization click or tap here 3. Does the Board have a plant	er comments, strengths, opportunities, and/or recommendations developed for the possible transition of the executive director er to enter response.  Leveloped regarding the loss of other key staff persons?  Leveloped response.  In developed for the significant loss or addition of programs.	tor?	

Standard A4:
Infrastructure

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

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. 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: 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:
Team Comments:  Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
<ol> <li>How are members selected for the Board to assure a broad base of knowledge and experience?         Organization click or tap here to enter response.</li> <li>What process does the Board use to recruit new members?         Organization click or tap here to enter response.</li> <li>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.</li> </ol>
Standard A6: There is a rotation mechanism to ensure a balance of new Board of Directors/  Practice Governing Authority members and ongoing members.
Self Rating:
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: The composition of the Board of Directors/Governing Authority is diverse, and representative of the geographic area served.
Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:

Narrative Respo							
1. How does the	_			mmunity and g	eographic area s	erved?	
Organization cl	ick or tap he	re to enter re	esponse.				
Standard A8:		Each men	nber of the B	pard of Directo	ors/Governing	Authority contr	ibutes
Practice			to the organ		,g		
Self Rating:							
Team Rating:		Meets				Does Not Meet	Not Applicable
Temm runnig.							
Team Comment							
Reviewer click or t	ap here to ente	er comments,	strengths, oppo	rtunities, and/or	recommendation	S	
Narrative Respo	nse:						
1. What percenta		nembers cor	ntribute financ	ially to the orga	nization?		
Organization cl	ick or tap he	re to enter re	esponse.	, 0			
	<u> </u>		-				
Standard A9:		The organ	nization funct	ions in accord	ance with its s	tated purpose.	
Foundational							
Self Rating:							
		Meets				Does Not Meet	Not Applicable
Team Rating:							
Team Comment							
Reviewer click or t		er comments.	strengths, oppo	rtunities, and/or	recommendation	S	
	1		0 / 11	,			
Narrative Respo	nse:						
None							
Standard A10:		The Board	d of Directors	/Governing A	uthority review	vs and manages	risks facing
Foundational		the organi	zation.				
C ICD C							
Self Rating:	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:			-11				
Team Comment				:t: 1/			
Reviewer click or t	ap nere to ente	er comments,	strengths, oppo	rtunities, and/or	recommendation	S	
Narrative Respo	nse:						
1. How does the		ne aware of p	ootential risks	facing the organ	ization?		
Organization cl							
2. What process		_		o identify, evalu	ate and monitor	risks?	
Organization cl	ick or tap he	re to enter re	esponse.				
Standard A11:		The Boore	1 of Directors	/Coverning A	uthority is acc	ountable for the	
Foundational		organizati		7 Governing A	diffority is acco	ountable for the	
		- 8					
Self Rating:							
		M .	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
	Exceptional	Meets	o PP o remine)				Постррисави
Team Rating:	Exceptional	Meets					Постирисани
Team Rating:		Meets	opposition,				
	es:						

No	arrative Response:
	If the domestic and/or sexual assault violence program is a unit of a larger organization with multiple services:
1.	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
٥.	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:
0.	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?
0	Organization click or tap here to enter response.  What kind of reports do the Board of Directors and/or advisory board receive and generate?
9.	•
10	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.
	The Board of Directors/Governing Authority <u>evaluates</u> the organization's overall
Pra	effectiveness and efficiency.
	Self Rating:
т	Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable  'eam Rating:
1	ean Raing.
Te	am Comments:
	viewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
110	of the commency overgon, opposition, major recommendation
Na	arrative Response:
	What kind of reports does the Board, receive and generate so that it may adequately perform its planning and
	evaluation functions?

Organization click or	tap here to enter response.	
Standard A13: Foundational	The organization has a designated Board of Directors/Governing Author	rity.
Self Rating:		
Team Rating:	Meets Does Not Meet Not	Applicable
Team Comments: Reviewer click or tap here	to enter comments, strengths, opportunities, and/or recommendations	
Narrative Response: None	to enter comments, strengths, opportunities, and or recommendations	
Standard A14:	The organization complies with civil rights and other laws cited within t	he
Foundational	contract(s) including:	iic
	<ul> <li><u>Public Act 220 of 1976, as amended, MCL 37.1101, Persons with</u></li> <li><u>Disabilities Civil Rights Act;</u></li> </ul>	
	<ul> <li>Public Act 442 of 1976, as amended, MCL 15.231 et seq, the Free Information Act (FOIA);</li> </ul>	dom of
	<ul> <li>Public Act 453 of 1976, Section 209, MCL 37.2209 within the Elli</li> </ul>	ott
	<ul> <li>Larsen Civil Rights Act;</li> <li>Section 504 of the Federal Rehabilitation Act of 1973, P.L. 93-112</li> </ul>	2. 87
	Stat. 194, 29 USC 794; and	
	<ul> <li>Americans with Disabilities Act of 1990 (ADA), P.L. 101-3367, 10 328, 42 USC 12101 et seq.</li> </ul>	4 Stat
C ICD C		
Self Rating: Team Rating:	Meets Does Not Meet Not	Applicable
Team Comments:		
	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 discrimination from anyone in a protected class under the laws of Michigan?    Yes No If yes, explain how the organization handle the corresponding to the corresponding	
	tap here to enter response.  n of the staff reflect the demographics of the community?  Yes No If no, pleas	
explain.	Tot the start reflect the demographics of the community? [ ] Tes [ ] No. 11 no, pieas	50
Organization click or	tap here to enter response.	
Standard A15: Practice	The Board of Directors/Governing Authority operates in accordance wit acceptable practice.	th
Self Rating:		
Exceptio Team Rating:	nal 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 are new board to		
	tap here to enter response.  ons for on-going training for board members? Is board training mandatory?	

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

- 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: Exceptional Team Rating:	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. Describe the organization term financial stability. Organization click or tap	on's <u>process for developing goals</u> , objectives and plans for financial management; and long o 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: Exceptional Team Rating:	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
Organization click or tap  3. How are management in Organization click or tap  4. What percentage of the Organization click or tap  5. What percentage of the Organization click or tap  6. What date, as noted in I	be here to enter response.  e and expenditures determined by program in the budgeting process?  be here to enter response.  n general and fund development costs determined in the budgeting process?  be here to enter response.  budget is allocated for management and general costs?
Standard B3: Practice	The organization's accounting is done on an accrual basis.
Self Rating: Team Rating:	Meets Does Not Meet Not Applicable
Team Comments: Reviewer click or tap here to	enter comments, strengths, opportunities, and/or recommendations
Narrative Response:  1. Is accounting done on a Organization click or tag  2. Describe your organizate basis?  Organization click or tag	o here to enter response.  ions process for establishing accrual? Are expenses, including payroll accrued on a monthly

Standard B4:	The organization uses functional accounting to trace	ck finances by pr	ogram or
Practice	service area/cost center.		
Self Rating:	Meets	Does Not Meet	Not Applicable
Team Rating:			
Team Comments: Reviewer click or tap here to e	enter comments, strengths, opportunities, and/or recommendation	S	
NT Doomonoo			
Organization click or tap			
List your allocation categ     Organization click or tap			
Standard B5: Practice	The organization prepares financial statements that organization's financial position.	clearly and fair	y present the
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 e	enter comments, strengths, opportunities, and/or recommendations	S	
Narrative Response:			
1. How does the Chief Exe the organization?	cutive Officer or Executive Director monitor the financial si	tuation/status of	programs and
	ed and provided to the Board so that it may adequately perfort they receive these reports?	orm their fiscal ov	ersight
Organization click or tap	here to enter response.	_	
Standard B6: Practice	The organization prudently manages its operating, funds.	endowment, and	d <u>capital</u>
Self Rating: Exceptional	Meets Opportunity for Enhancement Plans to Meet	Does Not Meet	Not Applicable
Team Rating:			Постиривания
Team Comments: Reviewer click or tap here to e	enter comments, strengths, opportunities, and/or recommendations	S	
			<u> </u>
Narrative Response:  1. Describe how the organization of the control of the contr	zation manages:		
a. Operating funds			
Organization click or tap	here to enter response.		
b. Endowment Funds Organization click or tap	have to anter records		
c. <u>Capital funds</u>	nere to enter response.		
Organization click or tap			
	rganization use to minimize financial risks of investments?	_	_
Organization click or tap  3 Describe procedures uses	here to enter response.  d to obtain a maximum return on investments.		
Organization click or tap			

Standard B7:  Practice	The organization has	sufficient cash f	low to meet its	operating need	ls.
1 tuttie					
Self Rating:	Meets			Does Not Meet	Not Applicable
Team Rating:					
Team Comments:	-				
Reviewer click or tap here to	enter comments, strengths, opp	portunities, and/or re	ecommendations		
Narrative Response:					
	have a line of credit? Yes	No If yes, wh	nat are its limits	and criteria for u	ise?
Organization click or ta	p here to enter response.	•			
	or the organization to borrow	to meet expenses	in the last year	P  Yes  No	If yes, what
is the current balance o					
	p here to enter response. been taken to manage cash f	low in the last year	·>		
	p here to enter response.	iow in the last year	·•		
	'				
Standard B8:	The organization ma				
Infrastructure	effective and efficient			ncial transaction	ns to
	safeguard assets and	to prevent or det	ect fraud.		
Self Rating:					
Exceptional	Meets Opportuni	ty for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:					
Team Comments:					
Reviewer click or tap here to	enter comments, strengths, opp	portunities, and/or re	ecommendations		
Narrative Response:					
	on's <u>internal control</u> procedu	res.			
Organization click or ta	p here to enter response.				
	thority and reporting for em	ployees involved in	n accounting act	tivities?	
	p here to enter response.	· · 1 15 🗆 XZ - 🗆		1.	
	norized by an appropriate ind p here to enter response.	ividual? [ ] Yes [	No, please ex	xplain	
4. What are the limits of a					
	p here to enter response.				
	eceipts, both cash, and check	s, showing from w	hom it was rece	eived, and the am	ount?
☐ Yes ☐ No	1				
6 Are pre numbered rece	p here to enter response. ripts issued immediately for al	1 cash received?	Yes No		
	p here to enter response.	reasii received:	] 103 [] 100		
7. How frequently are dep					
	p here to enter response.				
	tely endorsed "For Deposit C	Only"? L Yes L	] No		
	p here to enter response. conciled by someone other the	an the person aut	howard to done	oit on with draw t	ha manaya
Yes No If no.		ian the person aut	nonzed to depo	isit of withdraw t	ne money:
Organization click or ta	p here to enter response.				
	cks used?  Yes No I	f no, please explain	n how check nu	mbers are not du	ıplicated.
	p here to enter response.				
11. Are two signatures requestration click or ta	nired?  Yes  No p here to enter response.				
	ned or is a signature stamp us	sed? Yes 1	No If yes, plea	se explain.	
Organization click or ta	p here to enter response.				
	electronic methods for payn				
a. What <u>electronic f</u>	inancial methods are being ut	alized?			

b. Who is aut	thorized to approve and make transactions?
	ck or tap here to enter response.
	thorized to make electronic transactions?
	ck or tap here to enter response. electronic transactions documented?
	ck or tap here to enter response.
	monitored?
	ck or tap here to enter response.
	the process for reconciling the accounts, including who is responsible, and how often completed. ck or tap here to enter response.
	dent accountant identified separation of duties as a concern in the annual audit?
Yes No	If yes, describe what action the organization has taken. ck or tap here to enter response.
$\sim$	
Standard B9:	The organization maintains a detailed written description of its segregation of
Infrastructure	duties related to internal controls.
1191000111001110	WHICH TO MICHAEL CONTROL
Self Rating:	
Exc	ceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Toom Comment	
Team Comments:	there to enter comments, strengths, opportunities, and/or recommendations
Keviewei click of tap	o here to enter comments, strengths, opportunities, and/or recommendations
Narrative Respons	se:
None	
Standard B10:	The organization provides for an annual audit by independent accountants.
Foundational	The organization provides for an amidal addit by independent accountaints.
Self Rating:	
Sen 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 Respons	001
	onents include a balance sheet/statement of financial position, statement of activities, statement of
	notes to financial statements?   Yes   No If no, please explain what audit components are
included.	
	ck or tap here to enter response.
	prepare a letter summarizing findings and recommendations to board separate from the standard
	ter? Yes No If yes, did the organization provide a written response?
	ck or tap here to enter response.
	endent auditor meet with the Board at least annually to discuss the audit report and matters of es  No If no, please explain how the Board is apprised of the result of the annual audit.
	ck or tap here to enter response.
- 5	
Standard B11:	The organization annually meets Form 990 filing requirements.
Foundational	The organization aimidally inects Form 770 ming requirements.
0.15-	
Self Rating:	Meets Does Not Meet Not Applicable
Team Rating:	Meets Does Not Meet Not Applicable
ream rating.	
Team Comments:	

Narrative Response:			
None			
Standard B12:		ns all books, records, and oth	
Foundational	contract(s) for a minin	<mark>num of six years after final pa</mark>	yment.
Self Rating:			
Т Р	Meets		Does Not Meet Not Applicable
Team Rating:			
Team Comments:			
	to enter comments, strengths, opp	ortunities, and/or recommendation	1S
*			
Narrative Response:			
	s the organization retained book	s and records relevant to the D	VS/MDSVPTB contract(s)?
	tap here to enter response.		
2. How and where are			
Organization click of	tap here to enter response.		
Standard B13:			
Infrastructure	Policies for financial r	nanagement are comprehens	ive and practical.
Self Rating:			
Exception	nal 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, opp	ortunities, and/or recommendation	1S
Narrative Response:			
	ution's process for the development	ent of its financial management	policies?
	tap here to enter response.		<del></del>
2. What is the organiza	tion's process for regular review	of its financial management po	licies?
	tap here to enter response.		
Standard B14:	The organization mai	ntains adequate cash reserves	ā.
Practice	<b>.</b>	1	
Self Rating:			
Exception	nal 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, opp	ortunities, and/or recommendation	1S
N			
Narrative Response:			
	re a cash reserves policy that definulated/maintained?  Yes		ieters, and the amount of
	tap here to enter response.	_ 110 11110, piease expiaiii.	
	serves how many days of expense	es could be covered?	
	tap here to enter response.	co could be covered:	
	nization identify reserves within t	the financial statements?	
	tap here to enter response.		
4. How does the organ	nization balance current financial	needs of the organization with	the need to accumulate
sufficient cash reser	ves?	-	
Organization click or	tap here to enter response.		

Self Rating:    More   Does Nor Meet   Nor Applicable	Standard B15: Practice	The organization uses a program development.	cost analysis process as pa	rt of its ongoing	planning and
Team Rating					
Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations  Narrative Response:  1. Describe the organization's cost analysis process(es) for:  a. Current programming Organization click or tap here to enter response.  b. Implementing a new program Organization click or tap here to enter response.  2. 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.  Self Rusing: Team Ranage:  Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations  Narrative Response:  1. How does the Board monitor the financial situation/status of programs and the organization? 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.  Self Rusing:    Does Not Meet	Self Rating:	Meets		Does Not Meet	Not Applicable
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Standard B16: Practice  The Board of Directors/Governing Authority continuously reviews and analyzes its financial position.  Self Rating:					
Standard B16:			sis process and additional fac	tors that were con	sidered in the
Standard B16:	, 1	1			
Self Rating:	Organization click or	tap here to enter response.			
Self Rating:					
Self Rating: Besceptional   Meets   Opportunity for Enhancement   Plans to Meet   Does Not Meet   Not Applicable   Team Rating: Besceptional   Meets   Opportunity for Enhancement   Plans to Meet   Does Not Meet   Not Applicable   Team Rating: Besceptional   Meets   Opportunities, and/or recommendations    Nativative Response:	Standard B16:	The Board of Directors	Governing Authority conti	nuously reviews	and analyzes
Team Rating:    Exceptional   Meets   Opportunity for Enhancement   Plans to Meet   Does Not Meet   Not Applicable	Practice	its financial position.		-	
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Self Rating:    Self Rating:	Organization chek of	tap here to enter response.			
Self Rating:    Self Rating:					
Self Rating:    Meets				ts and regularly	reviews
Meets Does Not Meet Not Applicable Team Rating: Does Not Meet Not Applicable Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations  Narrative Response:  1. 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.  Self Rating: Does Not Meet Not Applicable  Meets Does Not Meet Not Applicable	Practice	salary range and fringe	benefit schedules.		
Meets Does Not Meet Not Applicable Team Rating: Does Not Meet Not Applicable Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations  Narrative Response:  1. 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.  Self Rating: Does Not Meet Not Applicable  Meets Does Not Meet Not Applicable	Self Rating:				
Team Comments:  Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations  Narrative Response:  1. 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.  Self Rating:  Meets  Does Not Meet  Not Applicable		Meets		Does Not Meet	Not Applicable
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1. 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:  Practice  The organization uses designated and appropriately qualified personnel to implement its financial management policies and procedures.  Self Rating:  Does Not Meet Not Applicable					
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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.  Self Rating: Does Not Meet Not Applicable		noted in Board minutes, when the	Board adopted the current sa	llary range and fru	nge benefit
Standard B18: The organization uses designated and appropriately qualified personnel to implement its financial management policies and procedures.  Self Rating:  Meets  Does Not Meet Not Applicable		tap here to enter response.			
Practice implement its financial management policies and procedures.  Self Rating:	O 15 million chen Ol	oneore to enter response.			
Practice implement its financial management policies and procedures.  Self Rating:					
Self Rating:  Meets  Does Not Meet Not Applicable					onnel to
Meets Does Not Meet Not Applicable	Practice	implement its financial	management policies and p	procedures.	
Meets Does Not Meet Not Applicable	Self Rating:	П			
Team Rating:		Meets		Does Not Meet	Not Applicable

Team Comments: Reviewer click or tap he	ere to enter comments, strengths, opp	portunities, and/or recommendations		
procedures for the		are responsible for implementation of account?	ounting policies, and	
Standard B19: Foundational	including general liab	vides and maintains adequate insurance oility, professional liability, directors and coverage, non-owned auto insurance, o	d officer's liability,	
Colf Datings				
Self Rating: Team Rating:	Meets	Does No	ot Meet Not Applicable	
m - c				
Team Comments:	are to enter comments strongth	portunities and/or recommendations		
Keviewer click or tap he	ere to enter comments, strengths, opp	ortunities, and/or recommendations		
Narrative Response:				
		mbrella liability insurance? What does it co	over?	
	or tap here to enter response.			
		liability insurance'? What does it cover?		
Organization click	or tap here to enter response.	·		
		nd 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.				
	zation's coverage related to non-ov	wned auto insurance?		
	or tap here to enter response.			
	zation's coverage related to cyber is	nsurance?		
	or tap here to enter response.			
		am areas or organizational practices?		
	f yes, please describe.			
Organization click	or tap here to enter response.			
Standard B20:		vides unemployment compensation cov		
Foundational	compensation insurar	nce in accordance with applicable feder	al and state laws.	
Calc Dation				
Self Rating:	L_l Meets	Does No	J L L	
Toom Potings	Meets	Does No	ot Meet Not Applicable	
Team Rating:			<u> </u>	
Team Comments:				
	ere to enter comments, strengths, opp	portunities and/or recommendations		
The viewer effect of tap in	ze to enter comments, strongars, opp	ortanicos, and or recommendations		
Narrative Response:				
		compensation? Yes No If yes, ple	ease describe.	
	or tap here to enter response.			
2. Does your organiz	ation participate in the State Unem	nployment System or do you purchase inde	pendent policies?	
	If no, please explain.		. 1	
	or tap here to enter response.			
	ment ensure that timely payments	and submissions are made?		
	or tap here to enter response.			

Standard B21: Financial management is conducted in accordance with applicable professional, ethical, and legal principles.
1 oundational ethical, and legal principles.
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:
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?  Yes No If yes, please explain.
Organization click or tap here to enter response.
5. Are unconditional promises to give measured at fair value?   Yes 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?   Yes 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?   Yes 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?
Yes 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 <u>culturally honoring</u> 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, <u>culturally honoring</u> 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: Foundational	The organization's services comply with the DVS/MDSVPTB's philosophy.
Self Rating: Exceptional Team Rating:	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Comments: Reviewer click or tap here to ent	er comments, strengths, opportunities, and/or recommendations
Narrative Response:  1. How do services reflect the Organization click or tap h	e DVS/MDSVPTB's philosophy? ere to enter response.
Standard C2: Foundational	The organization's client eligibility practices are consistent with the DVS/MDSVPTB contract(s) and philosophy.
Self Rating: Team Rating:	Meets Does Not Meet Not Applicable
Team Comments: Reviewer click or tap here to ent	er comments, strengths, opportunities, and/or recommendations
Organization click or tap h  3. Why might a person be der Organization click or tap h	ere to enter response.  Intain a list of persons not eligible for service? Yes No If yes, please describe.  Here to enter response.  Here to enter response.
Standard C3: Foundational	The organization recognizes and respects the autonomy, dignity, and <u>rights of clients.</u>
Self Rating: Exceptional Team Rating:	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Comments: Reviewer click or tap here to ent	er comments, strengths, opportunities, and/or recommendations
Narrative Response:  1. Describe how your organize Organization click or tap has been standard C4:  Foundational	Services are client-centered, non-judgmental, culturally honoring, respectful, and strive to empower the persons served.
Self Rating: Exceptional Team Rating:	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable

T turractive recoposition in	swer each questi	ion below for programs you	r organization provides	3.		
Narrative Response: Answer each question below for <u>programs</u> your organization provides.  1. How does the organization ensure that services are client-centered?						
Organization click or t						
		ervices are non-judgmental?				
Organization click or t						
3. Describe how cultura						
Organization click or t						
		services strive to empower th	e persons served?			
Organization click or t						
		a client may be asked to no	onger participate in servi	ces?		
Organization click or t	ap here to enter re	esponse.				
6. How do you acknowle						
Organization click or t	ap nere to enter re	esponse.				
Standard C5:	Caala ah:		lished for the consults	tian), dali		
Infrastructure	service.	ectives, and plans are estal	msneu for the organiza	non's denvery of		
Ingrastrutture	Service.					
Self Rating:						
Exception	al Meets	Opportunity for Enhancement	Plans to Meet Does No	ot Meet Not Applicable		
Team Rating:						
Team Comments:						
Reviewer click or tap here t	o enter comments, s	strengths, opportunities, and/or	recommendations			
Narrative Response:						
		leveloping service delivery go	als, objectives, and <u>plans</u>	related to its		
domestic violence pr	ogramming.					
Organization click or t	ap here to enter re	esponse.				
2. Describe the organizat	rion's process for o	developino service delivery oc				
			als, objectives, and plans	related to its sexual		
		developing service denvery go	als, objectives, and <u>plans</u>	related to its sexual		
assault programming.	•		als, objectives, and <u>plans</u>	related to its sexual		
	•		als, objectives, and <u>plans</u>	related to its sexual		
assault programming.	•		als, objectives, and <u>plans</u>	related to its sexual		
assault programming. Organization click or t	ap here to enter re	esponse.				
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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.
<ol> <li>Describe steps taken when a request for shelter is received from a survivor who is in imminent danger and your shelter is at capacity.</li> <li>Organization click or tap here to enter response.</li> </ol>
Organization cited of tap nete to effect response.
Standard C7: All DVS/MDSVPTB contract(s) required services are provided free of charge.
Foundational All DV9/MD9VF1B contract(s) required services are provided free of charge.
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: Foundational  Confidentiality of program participants is protected.
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:
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 <u>breaches of confidentiality</u> 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- <i>Infrastructure</i> violence, are fair, client-centered, and consider safety for all including those who choose not to follow policy.
Self Rating:

Team Rating:						
Team Commer	nts:					
Reviewer click or	tap here to ente	er comments, stre	ngths, opportunities, and	d/or recommendations		
Narrative Resp	onse Answe	r each question	n for all programs			
			related policies for eac	h program area.		
		ere to enter respo	onse.			
2. How are pro	gram policies d	leveloped?				
Organization	click or tap he	ere to enter responded when proof	onse. am policies are develo	and)		
		ere to enter resp		peur		
4. How are app	licable policies	made available	to clients?			
Organization	click or tap he	ere to enter respo	onse.			
			n a regular basis and f	or revisions, if needed	d? How is this do	cumented?
Organization	click or tap he	ere to enter respo	onse.			
Standard C10:		The organiza	tion works to reduc	e barriers that preve	ent individuals f	rom seeking
Foundational		and accessin		•		U
o ich						
Self Rating:	Exceptional	Meets	Opportunity for Enhancem	ent Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	П			Trans to weet	Does Not Meet	Постррисави
U						
Team Commer						
Reviewer click or	tap here to ente	er comments, stre	ngths, opportunities, and	d/or recommendations		
Narrative Resp	onse: For the	e following que	stions take into cons	sideration all progra	ıms in vour resr	onses and
indicate which	ones are inch	uded in the res	ponse (DV, SA, SAN	E, TSH)	ino in your reop	onses and
1. What steps of	loes the organi	zation take to <u>re</u>	duce barriers for clien			
	SA 🔲 SANE [					
		ere to enter respons	onse. ion-English speaking j	Componer		
	SA  SANE [		ion-English speaking j	bersonsr		
		ere to enter respo	onse.			
			abuse or addiction ch	allenges?		
	SA 🔲 SANE [					
		ere to enter responsible				
4. How do you	SA  SANE [		aim issuesr			
		ere to enter respo	onse.			
5. How do you	support clients	with intellectua	l/developmental disab	oilities?		
	SA					
6. How do you		ere to enter responsible with physical d				
	SA  SANE [		isabilities:			
Organization	click or tap he	ere to enter respo				
			ation has in providing	services throughout	the geographic se	ervice area
		e being address		. 11	c ··	
		ere to enter respo	rvices including locationse	on, county and nours	or operation	
			vices throughout the g	eographic area served	d including remot	ce/isolated
areas.				- ·	<u> </u>	
		ere to enter respo		1.6	1 1 2	1 1'
8. Explain how assistance:	the following of	civil and <u>econon</u>	nic injustices are addre	ssed for survivors eit	ther through refer	rals or direct
	gal reliefs					
		ere to enter respo	onse.			
b. Credit	repair					
		ere to enter respo	onse.			
c. Educat	1011					

Organization clic		enter response.				
d. Employme Organization clic		enter response				
e. Financial pl		enter response.				
Organization clic		enter response.				
f. Job skills	1 1					
Organization clic	ck or tap here to	enter response.				
Standard C11:	The	e organization co	nducts intake ser	vices in accord	ance with acce	ptable
Practice		ctices.				
o ion d						
Self Rating:	∟ l ceptional M	L leets Opportun	ity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:		П Оррогии				П
			<u> </u>	<u> </u>	<u> </u>	
Team Comments:	1	4 4 4	1/	1.2		
Reviewer click or tap	nere to enter com	iments, strengths, op	portunities, and/or i	recommendations		
Narrative Respons	se:					
Describe the org			program area.			
Organization clic	ck or tap here to	enter response.				
Standard C12:	The	e organization inf	orms service nari	ticinants of the	ir righte includi	ng access to
Foundational		rievance process t			ii rigiits iliciuu	ing access to
	8-	_	action, or termina		and	
			ation failing to a			rithin a
		reasonable p				
o ion :						
Self Rating:		[eets Opportun	ity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
	eptional M	Leets Opportun	ity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Exc	Eeptional M	leets Opportun	ity for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:  Team Comments:						Not Applicable
Exc Team Rating:						Not Applicable
Team Rating:  Team Comments: Reviewer click or tap	here to enter com					Not Applicable
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp	here to enter com		oportunities, and/or n	recommendations		Not Applicable
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp	here to enter componse:	nments, strengths, oping clients of their ri	oportunities, and/or n	recommendations		Not Applicable
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the process.	here to enter componse:	nments, strengths, oping clients of their ri	oportunities, and/or n	recommendations		Not Applicable
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the production click or	here to enter componse: cess for informir k or tap here to	nments, strengths, oping clients of their rienter response.	oportunities, and/or n	recommendations rievance process	?	
Team Rating:  Team Comments: Reviewer click or tap  Narrative Responsive Configuration click  Standard C13:	here to enter componse: cess for informir ck or tap here to	nments, strengths, oping clients of their rienter response.	oportunities, and/or n	recommendations rievance process	?	
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the production click or	here to enter componse: cess for informir ck or tap here to	nments, strengths, oping clients of their rienter response.	oportunities, and/or n	recommendations rievance process	?	
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the production clice  Standard C13: Practice  Self Rating:	here to enter componse: cess for informing the or tap here to	nments, strengths, oping clients of their rienter response.	oportunities, and/or registration and gradult and characteristics.	recommendations	ne organization	and its
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the prod Organization clic  Standard C13: Practice  Self Rating: Exc	here to enter componse: cess for informing the or tap here to	nments, strengths, oping clients of their rienter response.	oportunities, and/or n	recommendations rievance process	?	
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the production clice  Standard C13: Practice  Self Rating:	here to enter componse: cess for informing the or tap here to	nments, strengths, oping clients of their rienter response.	oportunities, and/or registration and gradult and characteristics.	recommendations	ne organization	and its
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the prod Organization clic  Standard C13: Practice  Self Rating: Exc	here to enter componse: cess for informing the or tap here to	nments, strengths, oping clients of their rienter response.	oportunities, and/or registration and gradult and characteristics.	recommendations	ne organization	and its
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the production clic  Standard C13: Practice  Self Rating: Execute Execution Execution Companies Execute  Self Rating: Execution	here to enter componse: cess for informir ck or tap here to  The serv	ments, strengths, oping clients of their rienter response.  e organization orivices.	ights including a grant and characteristic adult and characteristic for Enhancement	recommendations rievance process  hild clients to the Plans to Meet	Does Not Meet	and its
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the production clic  Standard C13: Practice  Self Rating: Exc. Team Rating:  Team Comments: Reviewer click or tap	here to enter componse:  cess for informing the or tap here to  The server th	ments, strengths, oping clients of their rienter response.  e organization orivices.	ights including a grant and characteristic adult and characteristic for Enhancement	recommendations rievance process  hild clients to the Plans to Meet	Does Not Meet	and its
Team Rating:  Team Comments: Reviewer click or tap  Narrative Resp  1. What is the production clic  Standard C13: Practice  Self Rating: Execute Team Rating:  Team Comments: Reviewer click or tap	here to enter componse:  cess for informir ck or tap here to  The server  ceptional Methods here to enter components to enter	ments, strengths, oping clients of their rienter response.  e organization orivices.  Geets Opportun	portunities, and/or register including a gradult and characteristic for Enhancement	recommendations rievance process  nild clients to the plans to Meet  recommendations	Does Not Meet	and its
Team Rating:  Team Comments: Reviewer click or tap  Narrative Response: 1. What is the production click  Standard C13: Practice  Self Rating: Execute Team Rating:  Team Comments: Reviewer click or tap  Narrative Response: 1. Describe the orion	here to enter componse:  cess for informing the or tap here to  The serve the component of the enter component of	ments, strengths, oping clients of their rienter response.  e organization orivices.  Deets Opportunity  ments, strengths, oping for residential adults.	portunities, and/or register including a gradult and characteristic for Enhancement	recommendations rievance process  nild clients to the plans to Meet  recommendations	Does Not Meet	and its
Team Rating:  Team Comments: Reviewer click or tap  Narrative Response   1. What is the production click of tap    Standard C13: Practice    Self Rating: Execute    Team Comments: Reviewer click or tap    Narrative Response   1. Describe the orion organization click    Organization click    Organization click    Narrative Response   1. Describe the orion organization click    Organization click    Team Comments:	here to enter componse:  cess for informing the or tap here to  The serve the component of the enter component of the enter component of the enter component of the enter to enter component of the enter compon	ments, strengths, oping clients of their rienter response.  e organization orivices.  Deets Opportun  ments, strengths, op  for residential aduenter response.	ights including a grant and characteristic for Enhancement portunities, and/or a grant for Enhancement programmer.	Plans to Meet Pecommendations Plans to Meet Phildren.	Does Not Meet	and its  Not Applicable
Team Rating:  Team Comments: Reviewer click or tap  Narrative Response: 1. What is the production click  Standard C13: Practice  Self Rating: Execute Team Rating:  Team Comments: Reviewer click or tap  Narrative Response: 1. Describe the orion	here to enter componse:  cess for informing the or tap here to  The serve the component of the enter component of the enter component of the enter to entation process the or tap here to entation process the entation pro	ments, strengths, oping clients of their rienter response.  e organization orivices.  Deets Opportun  ments, strengths, op  for residential adulenter response.  for non-residential	ights including a grant and characteristic for Enhancement portunities, and/or a grant for Enhancement programmer.	Plans to Meet Pecommendations Plans to Meet Phildren.	Does Not Meet	and its  Not Applicable

Standard C14:	The organization maintains confidential comprehensive individual client service
Foundational	records/case files in accordance with acceptable practices.
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Team Comments:	
	enter comments, strengths, opportunities, and/or recommendations
Narrative Response:	2/01 1 11 1 1)
1. How are case records k	
	em Paper Other, please explain. p here to enter response.
2. Describe the organization	on's system for keeping case records including who has access, storage location, method of
	y measures, and procedures for destroying (both paper and electronic).
Organization click or ta	p here to enter response.
	to protect electronic client information.
	p here to enter response.  onic records managed, tracked, and monitored?
	p here to enter response.
	organization has access to case records?
	p here to enter response.
Standard C15:  Practice	The organization has a system for regular supervisory and/or peer case review.
Гтиние	
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Team Comments:	
	enter comments, strengths, opportunities, and/or recommendations
Narrative Response:	
	er case review, both individual and peer.
	p here to enter response.  vailable to counseling/advocacy staff when appropriate?   Yes   No If yes, please
describe the <u>process</u> .	manage to conforming, acrossicly start when appropriate.   Teo 11 yes, please
	p here to enter response.
Standard C16:	The organization conducts case closure in accordance with acceptable
Practice	practices.
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
T 0	
Team Comments:  Reviewer click or tan here to	enter comments, strengths, opportunities, and/or recommendations
Reviewer effek of tap here to	enter comments, strengths, opportunities, and/or recommendations
Narrative Response:	
1. Describe the organization	on's <u>process</u> for case closure of paper and electronic client records.
Organization click or ta	p here to enter response.
Chandand C47	
Standard C17: Practice	The organization works collaboratively with other domestic violence and/or sexual assault organizations throughout the state and in other states as
1 140000	appropriate to meet the safety and advocacy needs of survivors

Self Rating:							
	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:							
Team Commer	nts:						
Reviewer click or		r comments, s	strengths, oppo	ortunities, and/or i	recommendations	3	
Narrative Resp		1 6		1 1	1	1 / 1	1.
1. What is the o	rganization's p	rocedure for	reterring surv	vivors to other a	omestic violence	e and/or sexual a	ssault service
	click or tap he	re to enter re	sponse.				
				survivors to oth	er domestic vio	lence and/or sext	ual assault
service provi	ders?					,	
	click or tap he						
			working with	other domestic	violence and/or	r sexual assault o	rganizations?
	No If yes, plea		222000				
	click or tap he			rice providers in	meeting the nee	eds of domestic a	end covual
assault surviv		WOIK WILLI	iller tocar serv	/ICC PIOVIGEIS III	meeting the nec	ads of domesue a	IIU Sexuai
	click or tap he	re to enter re	esponse.				
5. Describe hov				wide SA Hotline	·		-
	click or tap he						
Standard C18:					al <u>structure</u> for	efficient and ef	fective
Practice		administra	tion of servi	ce delivery.			
Self Rating:				$\Box$			
Sen Rating.	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:			~FF,				
Team Commer							
Reviewer click or	tap here to ente	r comments, s	trengths, oppo	ortunities, and/or i	recommendations	,	
Narrative Resp	onee.						
		determine if	the services t	hat are being off	ered are relevan	t and meaningful	to clients?
	click or tap he			ilat are being	crea are reserva-	t and meaning.	to energe.
				elpful to offer di	fferent services	than those that a	re currently
offered to cli	ients?		Q	1			-
	click or tap he						
3. What method				zation is meetin	g clients' needs?	'	
Organization	click or tap he	re to enter re	sponse.				
Standard C19:		The organ	ization gath	ere evaluates.	and uses mean	ingful service in	formation in
Practice				table practices.		Iligiui scrvice ii.	IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII
1 / ////			11202	russe F-			
Self Rating:							
	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:							
Team Commer		= comments (	strongths onne	atunities and/or :		-	
Reviewer click or	tap nere to ente	f comments, s	trenguis, oppo	oftunities, and/or i	recommendations	,	
Narrative Resp	onse:						
Describe what		ted for each	of its progran	n areas.			
	click or tap he			<u>Harono.</u>			
2. How does th							
	click or tap he	re to enter re	esponse.				
				on making regar	<del></del>		

Organization click or	tap here to enter response.			
Standard C20:	The Chief Executiv	e Officer or Execut	ive Director exercises full	responsibility
Infrastructure	for the day-to-day n			icoponolom,
Self Rating:				
Team Rating:	Meets		Does Not Mee	t Not Applicable
Team Comments:				
Reviewer click or tap here	to enter comments, strengths, o	pportunities, and/or rec	commendations	
Organization click or 2. Under what circums	CEO interface with individual tap here to enter response. tances is ED/CEO input required.	, and the second		responsibilities?
3. Are the organization explain.	tap here to enter response.  I's contract(s) required reports tap here to enter response.	s accurate and submit	ted on time?  Yes N	o If no, please
4. Explain the quality a electronic database.	tap here to enter response.	the accuracy of data t	hat is entered, stored, and re	ported from
Standard C21:  Practice	The organization us	ses designated person	onnel to manage its delive	ry of service(s).
Self Rating:				
Team Rating:	Meets		Does Not Mee	t Not Applicable
Team Comments: Reviewer click or tap here	to enter comments, strengths, o	pportunities, and/or red	commendations	
	e(s) of the designated personn tap here to enter response.	el used to manage its	delivery of service(s).	
Standard C22: Foundational	to, use of, and/or d  Using sign Informing participatio	isclosure of persona ed, voluntary, time- clients of requests fo on in services or con	confidentiality provisions ally identifying client information related to the transfer of the confidence of the confiden	mation by: sent forms; heir tion; and
Self Rating: Exception Team Rating:	nal Meets Opportu	nity for Enhancement	Plans to Meet Does Not Mee	t Not Applicable
Team Comments: Reviewer click or tap here	to enter comments, strengths, o	pportunities, and/or rec	commendations	
Narrative Response:				
	zation's procedures and/or pr tap here to enter response.	actices related to clier	nt releases of information.	
2. How does the organ	ization ensure that there is inf		hat clients know what pieces bit or restrict access to service	

Organization click or	r tap here to enter response.
3. What is the organization	ation's procedure for informing clients of requests for information related to their participation
in services or conne	ection with the organization?
Organization click or	r tap here to enter response.
Standard C23:	Programs are conducted in accordance with applicable professional, ethical, and
Foundational	legal principles.
Self Rating:	
Exception	onal Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Team Comments:	
Reviewer click or tap here	e to enter comments, strengths, opportunities, and/or recommendations
Narrative Response:	
None	

## 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 <u>culturally honoring</u>, 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, <u>culturally honoring</u>, 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

- 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:	SANE program goals, objectives, and plans are consistent with the
Infrastructure	organization's mission.
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 ente	er comments, strengths, opportunities, and/or recommendations
Narrative Response:	
	ganization used for the development of SANE program's goals, objectives, and plans?
Organization click or tap he	
	vivor feedback impacts SANE services and program direction.
Organization click or tap he	re to enter response.
Standard C-SANE2:	The SANE program has comprehensive written policies/protocols.
Infrastructure	
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
<u> </u>	
Team Comments:	
Reviewer click or tap here to ente	er comments, strengths, opportunities, and/or recommendations
NI	
Narrative Response: None	
None	
Standard C-SANE3:	Forensic medical examination procedures and practices are culturally honoring
Foundational	and respectful.
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Team Comments:	
	er comments, strengths, opportunities, and/or recommendations
Narrative Response:	
	medical examination procedures and practices honor and respect cultural traditions.
Organization click or tap he	re to enter response.
Standard C-SANE4:	SANE services, practices, and policy implementation respect the self-
Foundational	determination, autonomy, and rights of sexual assault patients/survivors.
- STATESTONE STATES	The second secon
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Team Comments:	a comments attempths appoints siting and/annager
keviewer click or tap here to ente	er comments, strengths, opportunities, and/or recommendations
Narrative Response:	
_	ss including advocacy for responding to sexual assault patients/survivors.
Organization glight on ton he	to to option supposes

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 <u>VAWA</u> 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
$_{i}$ $_{i}$ $_{i}$
entities.
Organization click or tap here to enter response.
Organization click or tap here to enter response.
Organization click or tap here to enter response.  Standard C-SANE5: The SANE program provides victim-centered medical and forensic evaluation
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
Organization click or tap here to enter response.  Standard C-SANE5: The SANE program provides victim-centered medical and forensic evaluation
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
Standard C-SANE5: Foundational  Self Rating:  Exceptional  Meets  Opportunity for Enhancement  Does Not Meet  Not Applicable
Standard C-SANE5: Foundational Self Rating: Exceptional  Meets Opportunity for Enhancement Team Rating:  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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Comments:
Standard C-SANE5: Foundational  Self Rating: Exceptional  Exceptional  Meets  Opportunity for Enhancement  Plans to Meet  Does Not Meet  Not Applicable  Team Rating:
Standard C-SANE5: Foundational  Self Rating: Exceptional  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to enter response.  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.  Self Rating:  Descriptional  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
Standard C-SANE5:  Foundational  Self Rating:  Exceptional  Team Rating:  Team Comments:  Reviewer click or tap here to enter response.  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.  Self Rating:  Dopportunity 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:
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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.  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 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-SANE5: Foundational  Self Rating: Exceptional Team Rating:  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.  Team Rating:  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
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.  Self 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. 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
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Namativa Bassanas	
Narrative Response:	
	or, during, and after child medical and forensic evaluations that minimize trauma for:
a. Patients/survivors	
Organization click or tap h	ere to enter response.
b. Caregivers	•
Organization click or tap h	iere to enter response
Organization ener or tap is	ere to enter response.
Standard C-SANE7:	The SANE program protects the integrity of evidence, including the completion
Foundational	of the Sexual Assault Evidence Collection Kit (SAEK) as approved by the
	Michigan State Police.
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Team Comments:	
Reviewer click or tan here to en	ter comments, strengths, opportunities, and/or recommendations
	,
Narrative Response:	
	A COADIZ
	zation ensures integrity in evidence collection and storage of SAEKs.
Organization click or tap h	
	zation manages SAEKs and records for exams that are completed off-site.
Organization click or tap h	
Standard C-SANE8:	The organization's policies, protocols, and practices related to <b>SAFE Response</b>
Infrastructure	payments are consistent with Michigan law and the DVS/MDSVPTB's
, and the second	philosophy.
	F
Solf Dating:	
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 en	ter comments, strengths, opportunities, and/or recommendations
<b>A</b>	
Narrative Response:	
•	n patients/survivors of how exam will be billed including how it relates to privacy and
safety.	
Organization click or tap h	iere to enter response.
	ough SAFE Response, how does the organization ensure that patient(s)/survivor(s)
	for the exam does not depend on their participation with law enforcement?
	through SAFE Response
Organization click or tap h	
	on ensure that costs eligible and billed for reimbursement through SAFE Response are not
also charged to another f	unding source? 🔲 Exams are NOT paid through SAFE Response
Organization click or tap h	
T	
0. 1.10.013770	
Standard C-SANE9:	The organization responds in a timely manner to patients/survivors of sexual
Foundational	assault at a designated SANE site 24 hours a day/7 days per week.
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
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Team Rating:	
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Team Comments:	
Reviewer click or tap here to en	ter comments, strengths, opportunities, and/or recommendations
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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?  Yes 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: The SANE program provides crisis intervention, support, advocacy, and specific
Foundational assistance to patients/survivors of sexual assault eligible for SANE services.
Self Rating:
Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applical
Team Rating:
Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
Namativa Paganga
Narrative Response:  1. Describe how the SANE program provides crisis intervention.
Organization click or tap here to enter response.
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.
Constant Constant
Standard C-SANE11: 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.
equipment for adequate disposar of medical waste.
Self Rating:
Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applical
Team Rating:
Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
Narrative Response:

			the SANE pro	gram.				
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Standard C-SAN	VE12:	The organ	ization actively	v participates	s in local o	commu	nity group(s)	and/or
Practice			linary team(s)					
		assault pat	tients/survivor	s related to S	SANE serv	vices.		
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Self Rating:	_		L	]				
	Exceptional	Meets	Opportunity for	Enhancement	Plans to M	Ieet I	Does Not Meet	Not Applicable
Team Rating:				]				
Team Comment								
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Reviewer effect of the	ap here to ente	or comments, s	trengths, opporte	inities, and/or i	recommend	ations		
Narrative Respon	nse:							
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			ed to SANE ser				•	5
Organization c								
2. What projects,	products or	1 1	1. 1.0		f these gro	ups?		
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g. Underserved pop	ulation service pro	viders					
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Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
Namatira Dagangas
Narrative Response:  1. 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.
2. Describe the duties and qualifications of the SANE program medical director.
Organization click or tap here to enter response.  3. 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.
4. 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.
5. Please describe the training SANEs receive to prepare them to provide court testimony.
Organization click or tap here to enter response.
0. 1 10 0ANTD45
Standard C-SANE17: The organization uses trained, qualified and certified personnel to complete medical and forensic examinations following a sexual assault.
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 <ul> <li>Ongoing clinical training and supervision are provided by medically</li> </ul>
Ongoing clinical training and supervision are provided by medically qualified personnel.
quanted personner.
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. 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.
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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 the organization's SANE services are conducted in accordance with:
a. Ethical principles Organization click or tap here to enter response.
b. Legal principles
Organization click or tap here to enter response.
c. Professional

or tap here to enter respo		

## 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 <u>flexible funding</u> 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, <u>culturally honoring</u>, 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

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.

Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Team Rating:  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 plan 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 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 voluntary supportive services, which are available to domestic/intimate violence and/or sexual assault survivors and their children.	Self Rating: Exceptio Team Rating:	organization's mission.
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14. Who makes those decisions?  Organization click or tap here to enter response.				
Standard C-TSH3:				
Practice Voluntary support	tive services are availab	le for TSH res	sidents and th	neir children.
Self-Davison				
Self Rating: Exceptional Meets Oppor	tunity for Enhancement Pl	lans to Meet D	Does Not Meet	Not Applicable
Team Rating:				
Team Comments:				
Reviewer click or tap here to enter comments, strengths,	opportunities, and/or record	mmendations		
Narrative Response:				
1. What <u>supportive services</u> are offered to TSH par Organization click or tap here to enter response.	rticipants?			
<ol> <li>Do TSH staff stay in contact with TSH participa</li> </ol>	nts when they are not using	ng supportive s	ervices?	
Yes No If yes, please describe how?	·	- II		
Organization click or tap here to enter response.  3. Describe methods staff employ to keep TSH par	ticipants informed and er	ngaged in the pr	rogram.	
Organization click or tap here to enter response.				1 '1
4. Is the offering of supportive services and their us	se or non-use documented	a? LYes L	No II yes, pi	ease describe
how.				
how. Organization click or tap here to enter response.				
Organization click or tap here to enter response.  Standard C-TSH4:  TSH program pol	icies stress non-violenc	e, are client ce	entered, and	fair.
Organization click or tap here to enter response.	icies stress non-violenc	<mark>ce, are client ce</mark>	entered, and	fair.
Organization click or tap here to enter response.  Standard C-TSH4: Infrastructure  Self Rating:				
Organization click or tap here to enter response.  Standard C-TSH4:  Infrastructure  Self Rating:			entered, and	fair.  Not Applicable
Organization click or tap here to enter response.  Standard C-TSH4: Infrastructure  Self Rating:  Exceptional  Team Rating:  Description				
Organization click or tap here to enter response.  Standard C-TSH4: Infrastructure  Self Rating:  Exceptional  Team Rating:  Team Comments:	rtunity for Enhancement Pl	lans to Meet D		
Organization click or tap here to enter response.  Standard C-TSH4: Infrastructure  Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.	rtunity for Enhancement Pl	lans to Meet D		
Organization click or tap here to enter response.  Standard C-TSH4: Infrastructure  Self Rating:  Exceptional Team Rating:  Team Comments:	tunity for Enhancement Pl	lans to Meet D		
Standard C-TSH4: Infrastructure  Self Rating: Exceptional Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.	tunity for Enhancement Plant process.	lans to Meet D		
Standard C-TSH4: Infrastructure  Self Rating: Exceptional Meets Opport Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des	tunity for Enhancement Plant process.	lans to Meet D		
Standard C-TSH4:  Infrastructure  Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program Organization click or tap here to enter response.  3. Describe how applicable policies are made availa	tunity for Enhancement Plants, opportunities, and/or reconcribe the process.	lans to Meet D		
Standard C-TSH4:  Infrastructure  Self Rating:  Exceptional Meets Opport  Team Rating:  Team Comments:  Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program Organization click or tap here to enter response.	tunity for Enhancement Plants, opportunities, and/or reconcribe the process.	lans to Meet D		
Standard C-TSH4: Infrastructure  Self Rating: Exceptional Meets Opport Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program Organization click or tap here to enter response.  3. Describe how applicable policies are made availa Organization click or tap here to enter response.	cribe the process.  cam policies are developed ble to participants.	lans to Meet D	Does Not Meet	
Standard C-TSH4:  Infrastructure  Self Rating:  Exceptional  Team Rating:  Team Comments:  Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program organization click or tap here to enter response.  3. Describe how applicable policies are made availad Organization click or tap here to enter response.  Standard C-TSH5:  The TSH program	tunity for Enhancement Plants, opportunities, and/or reconcribe the process.	lans to Meet D	Does Not Meet	
Standard C-TSH4: Infrastructure  Self Rating: Exceptional Meets Opport Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program Organization click or tap here to enter response.  3. Describe how applicable policies are made availa Organization click or tap here to enter response.	cribe the process.  cam policies are developed ble to participants.	lans to Meet D	Does Not Meet	
Standard C-TSH4: Infrastructure  Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program Organization click or tap here to enter response.  3. Describe how applicable policies are made availa Organization click or tap here to enter response.  Standard C-TSH5: Infrastructure  Self Rating:	cribe the process.  cam policies are developed ble to participants.	mmendations  direct D	Does Not Meet	Not Applicable
Standard C-TSH4: Infrastructure  Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program Organization click or tap here to enter response.  3. Describe how applicable policies are made availa Organization click or tap here to enter response.  Standard C-TSH5: Infrastructure  Self Rating:	cribe the process.  cam policies are developed ble to participants.	mmendations  direct D	Does Not Meet	
Standard C-TSH4:  Infrastructure  Self Rating:  Exceptional  Team Rating:  Team Comments:  Reviewer click or tap here to enter comments, strengths.  Narrative Response:  1. How are TSH program policies developed? Des Organization click or tap here to enter response.  2. How is survivor input included when TSH program Organization click or tap here to enter response.  3. Describe how applicable policies are made availa Organization click or tap here to enter response.  Standard C-TSH5:  Infrastructure  Self Rating:  Exceptional  Meets Opportunity in the TSH program and a variant or the TS	cribe the process.  cam policies are developed ble to participants.	mmendations  direct D	Does Not Meet	Not Applicable

			recommendations				
Narrative Response:							
None							
Standard C-TSH6:		practices are followed for				d basic	
Foundational		y training of TSH staff. T sisting survivors to retain l		t include	s:		
		mmunity assessment	nousing				
		onomic justice					
	4. Flexible funding distribution/documentation						
	5. Housing rights/laws						
	<ul><li>6. Identifying survivor needs</li><li>7. Landlord engagement</li></ul>						
		bile advocacy					
		ilosophy					
		auma-informed/survivor-o	centered advoc	acy			
		WA housing rules luntary services					
	12. 70	turnary services					
Self Rating:							
Exceptional	Meets	Opportunity for Enhancement	Plans to Meet	Does No	t Meet N	ot Applicable	
Team Rating:							
Team Comments:							
Reviewer click or tap here to	enter comments, st	rengths, opportunities, and/or i	recommendations	3			
Narrative Response:							
Describe practices for tra	aining new TSH r	program staff.					
Organization click or tap	here to enter res	ponse.					
2. Describe your practices							
Organization click or tap	here to enter res	ponse.					
Standard C-TSH7:	The organi	zation actively participates	s in local comp	nunity or	ouns to id	entify and	
Practice		g-term housing needs of s					
	assault.						
Self Rating:							
Exceptional	Meets	Opportunity for Enhancement	Plans to Meet		Moot N		
Lacepuoliai				Does Not	LIVICEL IN	ot Applicable	
Team Rating:				Does Not	t Meet 18	ot Applicable	
Team Rating:				Does Not	i Meet - N	ot Applicable	
Team Rating:					t Meet - N	ot Applicable	
Team Rating:		rengths, opportunities, and/or a			t weet 18	ot Applicable	
Team Rating:  Team Comments:  Reviewer click or tap here to o					t Meet IN	ot Applicable	
Team Rating:  Team Comments: Reviewer click or tap here to or  Narrative Response:  1. Describe how the organic	enter comments, st	rengths, opportunities, and/or residual services in community groups to id	recommendations	<u> </u>			
Team Rating:  Team Comments: Reviewer click or tap here to a  Narrative Response:  1. Describe how the organisurvivors of domestic/ir	enter comments, st	rengths, opportunities, and/or residual single community groups to idolence and/or sexual assault	recommendations	<u> </u>			
Team Rating:  Team Comments: Reviewer click or tap here to a  Narrative Response:  1. Describe how the organisurvivors of domestic/ir Organization click or tap	enter comments, st ization participate ntimate partner via	rengths, opportunities, and/or res in community groups to idolence and/or sexual assault ponse.	recommendations lentify and addre	<u> </u>			
Team Rating:  Team Comments: Reviewer click or tap here to a  Narrative Response:  1. Describe how the organisurvivors of domestic/ir Organization click or tap  2. What projects or product	enter comments, st ization participate ntimate partner vi- p here to enter res ets have resulted f	rengths, opportunities, and/or respectively.  The series in community groups to ideolence and/or sexual assault ponse.  The series in community groups to ideolence and/or sexual assault ponse.	recommendations lentify and addre	<u> </u>			
Team Rating:  Team Comments: Reviewer click or tap here to a  Narrative Response:  1. Describe how the organisurvivors of domestic/ir Organization click or tap	enter comments, st ization participate ntimate partner vi- p here to enter res ets have resulted f	rengths, opportunities, and/or respectively.  The series in community groups to ideolence and/or sexual assault ponse.  The series in community groups to ideolence and/or sexual assault ponse.	recommendations lentify and addre	<u> </u>			
Team Rating:  Team Comments: Reviewer click or tap here to a  Narrative Response:  1. Describe how the organs survivors of domestic/ir Organization click or tap  2. What projects or product	enter comments, st ization participate ntimate partner vi- p here to enter res ets have resulted f	rengths, opportunities, and/or respectively.  The series in community groups to ideolence and/or sexual assault ponse.  The series in community groups to ideolence and/or sexual assault ponse.	recommendations lentify and addre	<u> </u>			
Team Rating:  Team Comments: Reviewer click or tap here to or tap	enter comments, st ization participate ntimate partner via here to enter res ets have resulted f here to enter res	rengths, opportunities, and/or respectively.  The series in community groups to ideolence and/or sexual assault ponse.  The series in community groups to ideolence and/or sexual assault ponse.	recommendations lentify and addre	ess long-te	erm housin	g needs of	
Team Rating:  Team Comments: Reviewer click or tap here to a  Narrative Response:  1. Describe how the organs survivors of domestic/ir Organization click or tap  2. What projects or product	enter comments, st ization participate ntimate partner via here to enter res ets have resulted f here to enter res	rengths, opportunities, and/or response.  The second of th	recommendations lentify and addre	ess long-te	erm housin	g needs of	
Team Rating:  Team Comments: Reviewer click or tap here to or tap the team of	enter comments, st ization participate ntimate partner via here to enter res ets have resulted for here to enter res	rengths, opportunities, and/or response.  The second of th	recommendations lentify and addre	ess long-te	erm housin	g needs of	
Team Rating:  Team Comments: Reviewer click or tap here to or tap to the arrative Response:  1. Describe how the organisurvivors of domestic/ir Organization click or tap to tap tap to tap tap to tap	enter comments, st ization participate ntimate partner via here to enter res ets have resulted for here to enter res	rengths, opportunities, and/or results in community groups to ideolence and/or sexual assault ponse.  rom the activities of these graponse.  gular evaluation of the serve	recommendations lentify and addre	ess long-to	erm housin	g needs of	
Team Rating:  Team Comments: Reviewer click or tap here to or tap the received of the received	ization participate the partner via the here to enter resulted for here to	rengths, opportunities, and/or response.  The second of th	recommendations lentify and addreseoups?	ess long-te	erm housin	g needs of	
Team Rating:  Team Comments: Reviewer click or tap here to or tap	ization participate the partner via the here to enter resulted for here to	rengths, opportunities, and/or results in community groups to ideolence and/or sexual assault ponse.  rom the activities of these graponse.  gular evaluation of the serve	recommendations lentify and addreseoups?	ess long-to	erm housin	g needs of	

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? 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 <u>evaluation</u> 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 Practice procedures for the TSH program. 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 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.

Organization click or tap here to enter response.

TSH participants? Yes No If yes, please describe.

7. Do DVS/MDSVPTB Division of Victim Services - TSH funded staff provide services to non-DVS/MDSVPTB

# 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 <u>evaluation</u> 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: Goals, objectives, and plans are established for the administration and *Infrastructure* management of staff. 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 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: Goals, objectives, and plans are established for the administration and *Infrastructure* management of volunteers. Self Rating: Opportunity for Enhancement Exceptional Meets 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 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: A comprehensive manual containing all personnel policies is maintained, kept current, and made available to all staff. *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: 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? \(\subseteq\) Yes \(\subseteq\) No If yes, please describe. Organization click or tap here to enter response. How do staff access the personnel policies? Organization click or tap here to enter response A comprehensive volunteer manual containing all volunteer policies and Standard D4: *Infrastructure* practices is maintained, kept current, and made available to all volunteers.

Self Rating:						
Exceptional Team Rating:	Meets	Opportunity for Enha	ncement Plans t	o Meet Do	oes Not Meet	Not Applicable
Team Comments:						
Reviewer click or tap here to en	iter comments, stre	engths, opportunities	, and/or recomme	ndations		
Narrative Response:						
None						
	,					
Standard D5: Foundational	Acceptable p	practices are follo	wed for recruiti	ng, hiring, a	and assigni	ng staff.
Self Rating:						
Exceptional Team Rating:	Meets	Opportunity for Enha	ncement Plans t	o Meet Do	oes Not Meet	Not Applicable
Team Comments: Reviewer click or tap here to en	iter comments, stre	engths, opportunities	s, and/or recomme	ndations		
Narrative Response:						
1. How does the organizatio			l available positi	ons?		
Organization click or tap l  2. If the organization does n			latives or friends	, what is you	ır practice?	
Organization click or tap h			C G	<u> </u>	::1 :: (0)	
3. What measures does the organization click or tap l	0	1.1	rance of conflict	of interest w	ith starr?	
4. What has been the organiz	zation's most rec	ent conflict of inte	est with staff? I	How was it a	ddressed?	
Organization click or tap l	nere to enter resp	onse.				
Standard D6: Foundational	Acceptable p	practices are follo	wed for recruiting	ng, selectin	g, and assig	gning
Foundational		practices are follo	wed for recruiti	ng, selectin	g, and assig	gning
		Oractices are follows  Opportunity for Enha			g, and assignment of the second of the secon	gning  Not Applicable
Foundational  Self Rating:	volunteers.					
Foundational  Self Rating:  Exceptional	volunteers.					
Self Rating: Exceptional Team Rating:	volunteers.  Meets	Opportunity for Enha	ncement Plans t	o Meet Do		
Self Rating:  Exceptional Team Rating:  Team Comments: Reviewer click or tap here to en	volunteers.  Meets  Meets  tter comments, stre	Opportunity for Enha	ncement Plans t	o Meet Do		
Self Rating:  Exceptional Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organizatio	volunteers.  Meets  iter comments, streeter comments, streeter and assi	Opportunity for Enha	ncement Plans t	o Meet Do		
Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organizatio Organization click or tap here  2. What measures does the organization	volunteers.  Meets  meter comments, streeter comments, streeter and assinere to enter responsibilities.	Opportunity for Enha engths, opportunities gn volunteers to fi onse. to avoid the appea	ncement Plans t  s, and/or recomme	o Meet Do	pes Not Meet	Not Applicable
Self Rating: Exceptional Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organizatio Organization click or tap here Organization click or tap here	Meets  meets  n recruit and assinere to enter respondanization take	Opportunity for Enha engths, opportunities gn volunteers to fi onse. to avoid the appea	and/or recomme	o Meet Do ndations ons? of interest in	pes Not Meet	Not Applicable
Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organizatio Organization click or tap here  2. What measures does the organization	n recruit and assinere to enter respondingation take nere to enter respondingation take nere to enter responding most recomments.	Opportunity for Enha engths, opportunities gn volunteers to fi onse. to avoid the appea	and/or recomme	o Meet Do ndations ons? of interest in	pes Not Meet	Not Applicable
Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organization Organization click or tap here  2. What measures does the organization click or tap here Organization click or tap here  3. What has been the organization	n recruit and assinere to enter respondingation take nere to enter respondingation take nere to enter responding most recomments.	Opportunity for Enha engths, opportunities gn volunteers to fi onse. to avoid the appea	and/or recomme	o Meet Do ndations ons? of interest in	pes Not Meet	Not Applicable
Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organization Organization click or tap here  2. What measures does the organization click or tap here Organization click or tap here  3. What has been the organization	Meets  meets  n recruit and assinere to enter respondanization takenere to enter respondanization's most received to enter responder to enter resp	Opportunity for Enha engths, opportunities gn volunteers to fi onse. to avoid the appea	and/or recomme  I available position  rance of conflict  rest with volunte	ndations  ons?  of interest interest interes? How w	n volunteers	Not Applicable
Self Rating:  Exceptional Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organizatio Organization click or tap here 2. What measures does the organization click or tap here Organization click or tap here 3. What has been the organization click or tap here	Meets  meets  n recruit and assinere to enter respondanization takenere to enter respondanization's most recenere to enter respondere enter respondere to enter respondere enter respo	Opportunity for Enhalengths, opportunities  gn volunteers to finonse.  to avoid the appearonse.  ent conflict of interponse.	and/or recomment available position rance of conflict rest with volunte	ndations  ons?  of interest interest interes? How we	n volunteers:	Not Applicable
Self Rating:  Exceptional Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organizatio Organization click or tap here 2. What measures does the organization click or tap here 3. What has been the organization organization click or tap here Organization click or tap here Standard D7:	Meets  meets  n recruit and assinere to enter respondanization takenere to enter respondanization's most recenere to enter respondere enter respondere to enter respondere enter respo	Opportunity for Enhalengths, opportunities  gn volunteers to finonse.  to avoid the appearance on the conflict of interpose.  creening practice	and/or recomment available position rance of conflict rest with volunte	ndations  ons?  of interest interest interes? How we	n volunteers:	Not Applicable
Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organization Organization click or tap here to end  2. What measures does the organization click or tap here  3. What has been the organization organization click or tap here  Standard D7: Foundational  Self Rating:	Meets  meets  n recruit and assinere to enter respondanization takenere to enter respondanization's most recenere to enter respondere enter respondere to enter respondere enter respo	Opportunity for Enhalengths, opportunities  gn volunteers to finonse.  to avoid the appearance on the conflict of interpose.  creening practice	and/or recomment available position rance of conflict rest with volunte	ndations  ons?  of interest in	n volunteers:	Not Applicable
Self Rating:  Exceptional  Team Rating:  Team Comments: Reviewer click or tap here to en  Narrative Response:  1. How does the organization Organization click or tap here  2. What measures does the organization click or tap here Organization click or tap here  3. What has been the organization organization click or tap here  Standard D7: Foundational	n recruit and assinere to enter responsation's most recruit to enter response to ent	Opportunity for Enhalengths, opportunities  gn volunteers to finonse.  to avoid the appearance on the conflict of interpose.  creening practice	and/or recomment available position rance of conflict rest with volunte	ndations  ons?  of interest in	n volunteers:  ras it address  rs, which seed and follo	Not Applicable

Narrative Response:					
	ng screening process for	staff including reference	ch o alza		
			cnecks.		
	tap here to enter respons			1 / 1:	
	zation verify applicant en			d/or licensu	re, <u>criminal</u>
	bstantiated child abuse an		<u>se</u> ?		
Organization click or	tap here to enter respons	e.			
Standard D8:	Acceptable scre	ening practices of pote	ential volunteers, w	hich serve t	o protect
Foundational		and its clients, are cle			o protect
1 ounumonui	the organization	and its chemis, are ele	ally uclified and it	moweu.	
0.150					
Self Rating:			-		
	Meets		Do	es Not Meet	Not Applicable
Team Rating:					
Team Comments:					
Reviewer click or tap here	to enter comments, strengt	hs, opportunities, and/or re	ecommendations		
		,			
Narrative Response:					
	<del>- , </del>	C 1	1 .		
	unteering screening proce		olunteer.		
	tap here to enter respons				
	zation verify volunteer ap				l/or
licensure, criminal his	story, history of substanti	ated child abuse and/or :	<u>sexual abuse offense</u>	<b>ج</b> .	
Organization click or	tap here to enter respons	e.			
	1				
0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					
Standard D9:	Acceptable prac	tices are followed in su	mervising and eva	luatino stafi	f.
Practice	посершые рис	erces are ronowed in se	spervioning und eval	duting star	•
Self Rating:		П			
Exception	nal Meets Op	portunity for Enhancement	Plans to Meet Do	es Not Meet	Not Applicable
Team Rating:					П
Team Rating.					
T					
Team Comments:					
Reviewer click or tap here	to enter comments, strengt	hs, opportunities, and/or re	ecommendations		
Narrative Response:					
1. Describe the process	for supervision of staff.				
Organization click or	tap here to enter respons	e			
	nance evaluation process				
	performance evaluation of				
	tap here to enter respons				
	nship to job descriptions		t by the supervisor a	nd staff?	
Organization click or	tap here to enter respons	e.			
3. Describe the organization	ation's process for addres	sing inadequate perform	ance by staff.		
	tap here to enter respons		,		
8					
Standard D10:	Accontable	tices are followed in su	manzising and area	luating valu	inteers
Practice	Acceptable plac	tices are followed in st	ipervising and eva	uating void	inteers.
Self Rating:					
Exception	nal Meets Op	portunity for Enhancement	Plans to Meet Do	es Not Meet	Not Applicable
	т тесь ор				
Team Rating:			Ш		
Team Comments:					
Reviewer click or tap here	to enter comments, strengt	hs, opportunities, and/or re	ecommendations		
				·	
Narrative Response:					
	nance evaluation process	or volunteers			
	performance evaluation of				
a. 110 w Offer does	remoninance evaluation of	.cui;			

Organization of							
b. What is its Organization of	relationship t lick or tap he	to job descrip ere to enter re	tions and to g	goals mutually so	et by the supervi	sor and voluntee	er staff?
2. Describe the o	organization's	process for a	ddressing ina	dequate perforn	nance by volunte	eer staff.	
Organization of	click or tap he	ere to enter re	sponse.				
Standard D11:				re followed in v	oluntary and in	nvoluntary sepa	ration from
Practice		the organiz	zation.				
Self Rating:							
Team Rating:	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Comment Reviewer click or t		ar comments s	trangths anno	ortunities and/or	racommandations		
Reviewer click of t	ap here to ente	zi comments, s	arengins, oppo	ortumnes, and/or	recommendations	•	
Narrative Respo			ted to townin	atina amalayan	ant of staff and d	liamiasina volume	20.040
Organization o				ating employme	ent of staff and c	iismissing volunt	eers.
2. What procedu	res are follow	ved when an e	employee or v	rolunteer leaves	the organization	;	
Organization o	click or tap he	ere to enter re	sponse.				
Standard D12:					ments <u>culturall</u>	y honoring and	l respectful
Foundational		practices a	mong its sta	iff.			
Self Rating:							
Team Rating:	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team range							
Team Comment Reviewer click or t		ar comments s	trangths anno	ortunities and/or	racommandations		
Reviewer effek of t	ap here to ente	1 comments, s	strengths, oppe	rtumtics, and/or	recommendations	,	
Narrative Respo		* 1	. 1 .		1 1	. (0 1 11.	•.
Describe action     honor, and res				romote awarene	ess and ennance	starr's admity to r	ecognize,
Organization of	lick or tap he	ere to enter re	sponse.				
2. Describe how Organization of				ved, marginalize	ed or unreached	populations in th	e community.
3. Describe how	the organizat	tion supports	practices amo	ong staff that are	e <u>culturally hono</u>	ring and respect	ful.
Organization of	click or tap he	ere to enter re	sponse.				
Standard D13:		The organi	ization has a	range of polic	ies, procedures	and/or practic	ces relating to
Infrastructure		the use of t	technology.				
Self Rating:							
	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:							
Team Comment							
Reviewer click or t	ap here to ente	er comments, s	strengths, oppo	ortunities, and/or	recommendations		
Narrative Respo							
				ervices and in th	neir daily function	ns?	
Organization of 2. What type o				staff and how is	that determinat	ion made?	
Organization of	click or tap he	ere to enter re	sponse.				
3. Describe ho Organization of				on and preserve	safety on organiz	zation <u>devices</u> as	signed to staff.

tandard D14:		stablishes written qualifica		tions and
Practice	employs persons wh	no meet or exceed those q	ualifications.	
Self Rating:				
	Meets		Does Not Meet	Not Applicable
Team Rating:				
eam Comments:				
	e to enter comments, strengths, o	pportunities, and/or recommen	ndations	
Varrative Response:				
	ization determine qualification	s for positions?		
Organization click or	tap here to enter response.	•		
	ed that do not meet the establish	shed position qualifications	stated in the job descrip	otion, describe
	and documentation process.			
Organization click or	tap here to enter response.			
tandard D15:		stablishes written qualifica		positions
ractice	and utilizes persons	who meet or exceed thos	e qualifications.	
Self Rating:				
	Meets		Does Not Meet	Not Applicable
Team Rating:				
eam Comments:				
eviewer click or tap here	e to enter comments, strengths, o	pportunities, and/or recommen	ndations	
T D				
Narrative Response:	ization determine qualification	s for volunteer positions?		
	tap here to enter response.	s for volunteer positions.		
1 1046				
tandard D16:	Comprehensive job	descriptions are available	for staff positions.	
Self Rating: Exception	nal Meets Opportui	nity for Enhancement Plans to	Meet Does Not Meet	Not Applicabl
Team Rating:	Паг Месть Оррогия	Inty for Edinaricement 1 fairs to	] Does Not wicet	Постррисави
	<u> </u>			
			1	
	to enter comments, strengths, or	pportunities, and/or recommen	ndations	
	, , , , , , , , , , , , , , , , , , , ,			
eviewer click or tap here  Varrative Response:				
eviewer click or tap here  Narrative Response:  1. How are job descri	iptions developed?			
Varrative Response:  1. How are job descri Organization click or	iptions developed? tap here to enter response.			1 D.: T. 1
Varrative Response:  1. How are job descrit Organization click or  2. How does the organization companization comp	iptions developed?	ployees are exempt or non-e	xempt consistent with t	he <u>Fair Labor</u>
Organization click or  2. How does the orga Standards Act?	iptions developed? tap here to enter response.	ployees are exempt or non-e	xempt consistent with t	he <u>Fair Labor</u>
Varrative Response:  1. How are job descri Organization click or 2. How does the orga Standards Act?	iptions developed? tap here to enter response. anization determine which emp	oloyees are exempt or non-e	xempt consistent with t	he <u>Fair Labor</u>
Iarrative Response:  1. How are job descri Organization click or 2. How does the orga Standards Act?	iptions developed? tap here to enter response. anization determine which emp	oloyees are exempt or non-e	xempt consistent with t	he <u>Fair Labor</u>

Team Rating:						
Team Comments Reviewer click or ta	•	ter comments, s	trengths, opportunities,	and/or recommendation	ns	
[NT D						
Describe how v     Organization cl	olunteer <u>jo</u>					
		<u> </u>				
Standard D18:  Practice		A <u>compreh</u> member.	ensive, confidential p	<u>personnel record</u> is a	maintained for e	ach staff
Self Rating: E Team Rating:	xceptional	Meets	Opportunity for Enhanc	ement Plans to Meet	Does Not Meet	Not Applicable
T 0						
Team Comments Reviewer click or ta		ter comments, s	trengths, opportunities,	and/or recommendation	ns	
Organization cl	organization ick or tap h rate files ma	ere to enter res uintained in add	lition to the personnel		·	Ü
Standard D19: Practice		A compreh volunteer.	ensive, <u>confidential</u>	personnel record is	maintained for e	ach
Self Rating: E Team Rating:	xceptional	Meets	Opportunity for Enhanc	ement Plans to Meet	Does Not Meet	Not Applicable
Team Comments Reviewer click or ta		ter comments, s	trengths, opportunities,	and/or recommendation	ns	
Narrative Respon						
How does the and storage?     Organization cl			inteer staff personnel i sponse.	records including acce	ess, confidentiality	, retention,
Standard D20: Practice		A benefits qualified st	package and salary r aff.	anges are maintaine	ed to attract and	<u>retain</u>
Self Rating: E Team Rating:	xceptional	Meets	Opportunity for Enhanc	ement Plans to Meet	Does Not Meet	Not Applicable
Team Comments Reviewer click or ta		ter comments, s	trengths, opportunities,	and/or recommendation	ns	
Narrative Respon	ise:					
What process of Organization cl	loes the Bo ick or tap h	ere to enter res		-		
	organization	n administer its	salary and benefits pr	ogram to ensure that	it is equitable?	

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: Exceptional Team Rating:	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Comments: Reviewer click or tap here to e	nter comments, strengths, opportunities, and/or recommendations
Organization click or tap	n is provided to an employee upon hiring or major transition?  here to enter response.  on record and track changes to the employee's employment status?
Organization click or tap	
Standard D22: Practice	The organization determines the need for volunteer services and utilizes the services of volunteers as appropriate.
Self Rating: Exceptional Team Rating:	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Comments: Reviewer click or tap here to e	nter comments, strengths, opportunities, and/or recommendations
Narrative Response:  1. How does the organization Click or tap	on determine the need for volunteer services? 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:  Exceptional  Team Rating:	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Comments: Reviewer click or tap here to e	nter comments, strengths, opportunities, and/or recommendations
Narrative Response:  1. Describe the methods us geographic area served. Organization click or tap  2. Describe the diversity of Organization click or tap	your staff and volunteers.
Standard D24:	Acceptable practices are followed for the orientation, development, and basic
Foundational	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

Dynamics of domestic/intimate partner violence
Dynamics of sexual assault
<ul> <li>Empowerment philosophy specific to domestic and sexual assault</li> <li>Historical, psychological, and societal-cultural aspects of domestic and sexual violence</li> </ul>
<ul> <li>Introduction to court systems especially as applicable to domestic and/or sexual assault survivors</li> </ul>
<ul> <li>Introduction to key laws related to domestic and sexual violence including confidentiality</li> </ul>
<ul> <li>Introduction to law enforcement procedures applicable to survivors of domestic and/or sexual assault</li> </ul>
<ul> <li>Medical procedures applicable to sexual and domestic assault survivors including evidence collection procedures</li> </ul>
<ul> <li>Provision of services toward groups that are traditionally unreached and/or underserved in local communities</li> </ul>
Resource identification, access, and advocacy
<ul> <li>Sexual assault in the context of domestic/intimate partner violence relationships</li> </ul>
Self Rating:
<b>Team Comments:</b> 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.
a. Training goals and objectives
Organization click or tap here to enter response.
b. Hours of training
Organization click or tap here to enter response. c. Content including community resources
Organization click or tap here to enter response.
d. Response to the individual's disclosure of domestic/intimate partner violence and/or sexual assault incident
Organization click or tap here to enter response.
e. Specialized emergency information
Organization click or tap here to enter response.
f. How the organization evaluates knowledge gained from training
Organization click or tap here to enter response.
g. How the DVS/MDSVPTB's philosophy statement is integrated into the organization's training programs  Organization click or tap here to enter response.
2. 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
Practice staff.
Self Rating:
Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable  Team Rating:
Trans Comments
<b>Team Comments:</b> Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
Narrative Response:  1. How does the organization establish individualized development and training plans for staff?

Standard D26:						staff are suffici	ently trained
Practice		in techno	ology and sof	tware used wit	<mark>hin the organiz</mark>	zation.	
Self Rating:							
	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:							
Team Commer	nts:						
Reviewer click or	tap here to ent	er comments, s	strengths, oppo	ortunities, and/or	recommendations	3	
Narrative Resp	onse:						
Describe hove		tion assures tl	nat staff are su	afficiently traine	d in the use of t	echnology and so	oftware.
	click or tap he			,		87	
2. Explain how				skills of potenti	al and current st	taff to determine	training needs
	this reevaluate		ie teemiology	skins of potenti	ar and current si	tarr to determine	traning needs,
	click or tap he		enoneo				
				last 2 years mlss	ao alegno tleo tuoi	nino nuo non fou	ataff
3. If there was r				iast 5 years, plea	ise share the trai	imig process for	Stall.
	software or ha						
	click or tap he			1.1	. 1 1 1	1	
4. Describe hov				with personal so	ocial media relate	ed to work.	
Organization	click or tap he	ere to enter re	esponse.				
Standard D27:		PEG.				20 1 1	
Practice		The orga	nization add	resses vicariou	s trauma amor	ng staff and volu	inteers.
1700000							
Self Rating:	П	П		П		П	П
ben reading.	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Rating:	Ехсериона	Meets	Оррогишцу		rialis to Meet	Does Not Meet	Пос пррисавле
Team Rating.							
т с							
Team Commer				1/	1		
Reviewer click or	tap nere to ent	er comments, s	strengths, oppo	ortunities, and/or i	recommendations	8	
37 . D							
Narrative Resp							
1. How does th	e organization	prevent or le	essen the impa	ect of vicarious t	rauma and incre	ease resiliency am	ong staff and
volunteers?							
Organization	click or tap he	ere to enter re	esponse.				
Standard D28:							
Practice Practice		Responsib	oility for hirin	ng and firing st	aff is clearly de	efined.	
2 1 000000							
Self Rating:							
sen rading.		<u> </u>				Door Net M	Not A = 1' 11
<i>m</i>		Meets				Does Not Meet	Not Applicable
Team Rating:							
-							
Team Commer							
Reviewer click or	tap here to ent	er comments, s	strengths, oppo	ortunities, and/or	recommendations	3	
Narrative Resp							
1. List position	title(s) designa	ited for hiring	g/firing staff.				
-	click or tap he	_	, .				
2. Describe the							
	click or tap he						
3. Describe the							
	click or tap he						
Organization	ener or tap no	LIC TO ETITET IE	shome.				
Standard D29:						ers is clearly de	

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 position titles designated for engaging and dismissing of volunteers.
Organization click or tap here to enter response.
Standard D30: The organization evaluates the effectiveness of its procedures and practices  Practice related to the administration of staff.
17 detailed to the administration of stan.
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. How many individuals does the organization currently employ full-time? Part-time?
Organization click or tap here to enter response.
2. How many full-time equivalents (FTEs) are there?
Organization click or tap here to enter response.
3. How many <u>administrative/management staff positions</u> does the organization have? List position titles.
Organization click or tap here to enter response.
4. How many supervisory staff positions does the organization have? List position titles.
Organization click or tap here to enter response.
5. How many <u>direct service positions</u> does the organization have? List position titles.
Organization click or tap here to enter response.
6. What <u>questions</u> 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.
7. Describe your staff/supervisor ratios throughout your programs?
Organization click or tap here to enter response.
8. What <u>questions</u> do you ask to determine staffing patterns?
Organization click or tap here to enter response.
9. How often do you review your organizational chart?
Organization click or tap here to enter response.
10. 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.
Organization click of tap here to enter response.
Standard D21. The arganization evalvates the effectiveness of its precedures and practices
Standard D31: The organization evaluates the effectiveness of its procedures and practices  Practice related to the administration of volunteers.
1 rance Telated to the administration of volunteers.
Solf Dating
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
Narrative Response:
1. How many individuals currently volunteer at your organization?

Organization click or tap	here to enter response.
	aff 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 wi	
Organization click or tap	
	ask and/or what data do you use to determine if volunteer positions are needed?
Organization click or tap	
	ask to determine volunteer staffing patterns?
Organization click or tap	
	ur procedures and practices related to the management and administration of volunteers are
	needs and organizational commitments?
Organization click or tap	nere to enter response.
C. 1 1D22	PERSON AND AND AND AND AND AND AND AND AND AN
Standard D32: Practice	The organization uses <u>designated personnel to implement</u> its policies,
Practice	procedures, and practices regarding staff and volunteers.
Self Rating:	
sen raing.	Meets Does Not Meet Not Applicable
Team Rating:	
0	
Team Comments:	
	nter comments, strengths, opportunities, and/or recommendations
Narrative Response:	
	nplementing policies, procedures, and practices as they relate to staff and volunteers? List
	c 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
Foundational	professional, ethical, and legal principles.
Self Rating:	
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable
Team Rating:	
Т С	
Team Comments:	ntar comments atropaths apportunities and/or recommendations
Reviewer click of tap here to e	nter comments, strengths, opportunities, and/or recommendations
Narrative Response:	
	1.4.611 6.1.1.1
	an encure that it tollows tederal and state employment lawer
Organization click or tap	on ensure that it follows federal and state employment laws?
Organization click or tap	here to enter response.

## Section E ~ Community Engagement and Fund Development

Goals, objectives, and plans are established for <u>community engagement</u> 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 <u>evaluation</u> 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				losophy relate ent with that o		ty engagement DSVPTB.	and <u>fund</u>
Self Rating: F Team Rating:	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
<b>Team Comment</b> Reviewer click or t		er comments,	strengths, oppo	rtunities, and/or	recommendation	ns	
Narrative Respo  1. Does your org  Yes No survivor's story Organization of	anization utili o If yes, plea ies.	ase describe y	our organizati			y engagement? surrounding the u	use of
Standard E2: Infrastructure		Goals, ob	ectives, and	<mark>plans</mark> are estal	olished for con	nmunity engage	ment.
Self Rating: F Team Rating:	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
<b>Team Comment</b> Reviewer click or t		er comments,	strengths, oppo	rtunities, and/or	recommendation	ns	
a. Commun Organization of b. Education Organization of c. Preventio Organization of d. Public aw Organization of	1 lick or tap he <u>n</u> lick or tap he <u>areness</u>	ere to enter re	esponse.				
Standard E3: Infrastructure			lated to <u>com</u> nsive and pra		ement and fun	d development	are
Self Rating: I Team Rating:	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	Not Applicable
<b>Team Comment</b> Reviewer click or t		er comments,	strengths, oppo	rtunities, and/or	recommendation	ns	
Narrative Respo	nse:						
None							
			nization follo and financial		practices for p	public disclosure	of program

Namativa Daganana
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 <u>public awareness</u> program that raises the community's awareness of the causes, implications, and appropriate community
response to domestic and/or sexual violence.
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 <u>public awareness</u> 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.
organization eller of the fiere to effect response.
Standard E6: The organization conducts a <u>fund development</u> program that secures sufficient
Practice funds to meet its current needs and future goals.
Self Rating:
Team Rating:
Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
Narrative Response:
Narrative Response:  1. How does the <u>fund development</u> program consider future goals as it works to meet current needs?
Narrative Response:
Narrative Response:  1. How does the <u>fund development</u> program consider future goals as it works to meet current needs?  Organization click or tap here to enter response.
Narrative Response:  1. How does the <u>fund development</u> 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.?
Narrative Response:  1. How does the <u>fund development</u> 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.
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
Narrative Response:  1. How does the <u>fund development</u> 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.
Narrative Response:  1. How does the <u>fund development</u> 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:  Practice  The Board of Directors/Governing Authority initiates and actively supports  fund development efforts.
Narrative Response:  1. How does the <u>fund development</u> 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
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:  Practice  The Board of Directors/Governing Authority initiates and actively supports fund development efforts.
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:  Practice  The Board of Directors/Governing Authority initiates and actively supports fund development efforts.  Self Rating:  Exceptional  Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:
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:  Practice  The Board of Directors/Governing Authority initiates and actively supports fund development efforts.  Self Rating:  Exceptional  Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:
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:  Practice  The Board of Directors/Governing Authority initiates and actively supports fund development efforts.  Self Rating:  Exceptional  Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:
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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:
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:  Practice  The Board of Directors/Governing Authority initiates and actively supports fund development efforts.  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 Board's involvement in fund development.
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:  Practice  The Board of Directors/Governing Authority initiates and actively supports  fund development efforts.  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:

Standard E8:	The organization conducts community engagement and fund development				
Practice	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:					
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable				
Team Rating:					
Team Comments:					
Reviewer click or tap here to en	nter comments, strengths, opportunities, and/or recommendations				
Namativa Daganana					
Narrative Response:	on do to project a positive image throughout all communities in the geographic area served?				
Organization click or tap					
	geographic area served where the organization's image is not positive?  Yes No If				
	ding the organization's response.				
Organization click or tap	here to enter response.				
0 1 570					
Standard E9:  Practice	The organization is readily identifiable and visible among its consumers, peer organizations, and appropriate community systems.				
Practice	organizations, and appropriate community systems.				
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 en	nter comments, strengths, opportunities, and/or recommendations				
Narrative Response:					
	ents been conducted to determine the level of recognition, respect, and support for the				
	No If yes, please describe.				
Organization click or tap					
2. Is the organization viewed	d as the lead organization in the community for domestic violence and/or sexual assault				
survivors? Yes No					
Organization click or tap	nere to enter response.  In informed the community concerning legislative or local government issue dealing with the				
	nestic and/or sexual violence? Describe activities.				
Organization click or tap					
4. How does the organization conduct <u>community engagement</u> activities in outlying communities?					
Organization click or tap	here to enter response.				
0 1 5710					
Standard E10:	Community engagement materials are available in other languages for any				
Foundational	ethnic group with a presence in the community and the geographic area served.				
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 en	nter comments, strengths, opportunities, and/or recommendations				
Narrative Response:					
	on 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.					
	n community engagement that are available in other languages?				
Organization click or tap	nere to enter response.				

Standard E11: Foundational		ty engagement i late individuals			lalities are avail	able to
Self Rating: Exception Team Rating:	al Meets	Opportunity for I	Enhancement	Plans to Meet	Does Not Meet	Not Applicable
<b>Team Comments:</b> Reviewer click or tap here	to enter comments,	strengths, opportur	nities, and/or r	ecommendations	S	
Narrative Response:  1. How do organization Organization click or			and methods	s accommodate	individuals with	diverse needs?
Standard E12: Practice		ization uses des		sonnel for its o	community eng	agement and
Self Rating:	Meets				Does Not Meet	Not Applicable
Team Rating:						
Team Comments:	to outon	otuon otl '	sition1/			
Reviewer click or tap here	to enter comments,	strengths, opportur	nities, and/or r	ecommendations	3	
Organization click or b. Education Organization click or c. Fund Development Organization click or d. Prevention Organization click or e. Public awareness Organization click or	cap here to enter recap here to enter recap here to enter recap here to enter recap here to enter re	esponse. esponse. esponse.				
Standard E13: Practice	0	<mark>ization comprel</mark> nt activities to n				<u>munity</u>
Self Rating: Exception Team Rating:	al Meets	Opportunity for I	Enhancement	Plans to Meet	Does Not Meet	Not Applicable
Team Comments: Reviewer click or tap here	to enter comments,	strengths, opportur	nities, and/or r	ecommendations	8	
Narrative Response:  1. How does the organiz Organization click or a  2. How does the organiz Organization click or	ation evaluate the rap here to enter re	success of its con esponse.	nmunity enga	gement activition	es?	
Standard E14.	The one	ization comput	nonoiwalu e	luotoo tha co	agos of its from	
Standard E14:  Practice		ization comprel ent activities to 1				
Self Rating:	al Meets	Opportunity for I	Enhancement	Plans to Meet	Does Not Meet	Not Applicable

Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations					
Narrative Response:					
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 Ino, please describe. 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					
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.  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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
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.  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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
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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:					
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:					
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: 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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
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:  Foundational  Self Rating:  Exceptional  Neets  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. 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.  Self Rating:  Exceptional  Meets  Opportunity for Enhancement  Plans to Meet  Does Not Meet  Not Applicable  Team Rating:  Team Comments:					
Standard E15: Foundational professional, ethical, and legal principles.  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: Foundational E16: Foundational Standard E16: Foundational Complement Standard E16: Foundational Standard E16: Foundational Standard E16: Foundational Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
Standard E15: Foundational professional, ethical, and legal principles.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Plans to the organization comply with state and federal laws related to lobbying and political activity?  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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
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Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating: Does Not Meet Not Applicable Team Rating: Not Applicable Team Rating: Not Applicable 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: Foundational  Standard E16: Foundational  Self Rating: Does Not Meet Not Applicable Team Rating: Does Not Meet Not Applicable Team Rating: Does Not Meet Not Applicable Team Comments:					
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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
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.  Self Rating:  Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
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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: Foundational  Self Rating:  Exceptional  Meets Opportunity for Enhancement  Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
Yes   No If no, please describe.   Organization click or tap here to enter response.    Standard E16: Foundational   Fund development is conducted in accordance with applicable professional, ethical, and legal principles.    Self Rating:					
Standard E16: Foundational  Self Rating:  Exceptional  Meets  Opportunity for Enhancement  Team Rating:  Team Comments:  Plans to Meet  Does Not Meet  Not Applicable  Team Comments:					
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Self Rating:					
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Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
Exceptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable Team Rating:  Team Comments:					
Team Rating:					
Team Comments:					
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations					
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations					
No. 1. D					
Narrative Response:					
1. Does the organization allow staff to volunteer for <u>fundraising</u> 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?					
2. How do you honor and record a donor's intent of a gift?  Organization click or tap here to enter response.					
<ul><li>2. How do you honor and record a donor's intent of a gift?     Organization click or tap here to enter response.</li><li>3. How do you recognize donors?</li></ul>					
<ol> <li>How do you honor and record a donor's intent of a gift?         Organization click or tap here to enter response.</li> <li>How do you recognize donors?         Organization click or tap here to enter response.</li> </ol>					
<ol> <li>How do you honor and record a donor's intent of a gift?         Organization click or tap here to enter response.</li> <li>How do you recognize donors?         Organization click or tap here to enter response.</li> <li>Describe how you comply with legal requirements surrounding fundraising and charitable solicitations.</li> </ol>					
<ol> <li>How do you honor and record a donor's intent of a gift?         Organization click or tap here to enter response.</li> <li>How do you recognize donors?         Organization click or tap here to enter response.</li> <li>Describe how you comply with legal requirements surrounding fundraising and charitable solicitations.         Organization click or tap here to enter response.</li> </ol>					
<ol> <li>How do you honor and record a donor's intent of a gift?         Organization click or tap here to enter response.</li> <li>How do you recognize donors?         Organization click or tap here to enter response.</li> <li>Describe how you comply with legal requirements surrounding fundraising and charitable solicitations.         Organization click or tap here to enter response.</li> <li>Describe how you determine fair market value of donated gifts.</li> </ol>					
<ol> <li>How do you honor and record a donor's intent of a gift?         Organization click or tap here to enter response.</li> <li>How do you recognize donors?         Organization click or tap here to enter response.</li> <li>Describe how you comply with legal requirements surrounding fundraising and charitable solicitations.         Organization click or tap here to enter response.</li> <li>Describe how you determine fair market value of donated gifts.         Organization click or tap here to enter response.</li> </ol>					
<ol> <li>How do you honor and record a donor's intent of a gift?         Organization click or tap here to enter response.</li> <li>How do you recognize donors?         Organization click or tap here to enter response.</li> <li>Describe how you comply with legal requirements surrounding fundraising and charitable solicitations.         Organization click or tap here to enter response.</li> <li>Describe how you determine fair market value of donated gifts.</li> </ol>					

## 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: Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable					
Team Rating:	Sportantly for Estimate ment. That is steel. Boos two facts. Two typicals to					
Team Comments: Reviewer click or tap here to ent	ter comments, strengths, opportunities, and/or recommendations					
Narrative Response:						
	rganization used to develop its systems change plan.					
Organization click or tap h						
2. How often, by whom is th Organization click or tap h						
	a plan to address systems change?					
Organization click or tap h						
Standard F2:	The organization works collaboratively with community systems to positively impact institutional policies, practices, and procedures that affect					
Infrastructure	domestic/intimate partner and/or sexual violence survivors and their children.					
	domested in the particle with or obtained to the transfer of t					
Self Rating:						
Exceptional	Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Applicable					
Team Rating:						
Team Comments:						
	ter comments, strengths, opportunities, and/or recommendations					
Narrative Response:						
Organization click or tap h	laborations, and partnerships with key figures in community systems.					
	s participation in community task forces, work groups, and/or advisory boards which					
	not specific to, but improve, the lives of survivors of domestic/intimate partner violence					
and/or sexual assault.						
Organization click or tap h						
	a collaborative body that meets regularly to address issues of domestic violence and/or No If yes, please provide information below for each collaborative body.					
Organization click or tap h						
a. Who is involved?						
Organization click or tap h						
b. What are the group's ac						
Organization click or tap h c. What has changed as a						
Organization click or tap h						
4. How does the organization	seek ideas from other systems to improve the systems' response to domestic/intimate					
	xual assault survivors in the community?					
Organization click or tap h						
	that have occurred in the way another system responds to domestic violence and/or cause of the organization's involvement.					
Organization click or tap h						
6. Describe how the organiza	tion handles inappropriate policies, procedures and practices carried out by the systems					
	omestic/intimate partner violence and/or sexual assault and do not work with survivors in					
	vivor's healing and well-being.					
Organization click or tap h  7 Describe how the organiza	ere to enter response.  tion addresses systems change issues in outlying communities or counties.					
Organization click or tap h						

Standard F3: Practice	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.								
Self Rating:  Exceptional Team Rating:	Meets Opportunity for Enhancement	Plans to Meet Does Not Meet Not Applicable							
Narrative Response:		recommendations  uity systems to address common barriers for							
Standard F4: Practice	Members of the organization formally evaluation of domestic/intimate partr procedures, and practices in local con	ner violence and/or sexual assault policies,							
Self Rating:  Exceptional  Team Rating:	Meets Opportunity for Enhancement	Plans to Meet Does Not Meet Not Applicable							
Narrative Response:  1. Describe the process the organization click or tap he  2. Describe how the organization	at affect domestic violence and sexual assaure to enter response. ion has participated in the recent creation attices. What system was impacted?	e policies, procedures and/or practices within ult survivors.							
Standard F5: Practice	The organization conducts or provide employed by community system organization	es for training designed for personnel nizations.							
Self Rating:  Exceptional  Team Rating:	Meets Opportunity for Enhancement	Plans to Meet Does Not Meet Not Applicable							
Team Comments: Reviewer click or tap here to enter	r comments, strengths, opportunities, and/or r	recommendations							
relative to providing effective Organization click or tap he	re to enter response.  past year to engage community system organizations.								
Standard F6: Practice	The organization uses designated per	rsonnel for its systems change efforts							

	Meets		Does Not Meet	Not Applicable
Team Rating:				
Team Comments:				
Reviewer click or tap h	ere to enter comments, strengths, opport	unities, and/or recommendations		
Narrative Response	:			
1. List position title(	(s) designated for systems change effo	rts.		
Organization click	or tap here to enter response.			
2. Describe specific s	systems change training and orientation	on for staff involved in system	change work.	
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 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 <a href="evaluation">evaluation</a> 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 <u>plans</u> are established for building, grounds, and <u>equipment</u> to ensure a healthy and safe environment.	
Призинин	equipment to ensure a nearmy and sare environment	
Self Rating:		. " 11
Exce <sub>l</sub> Team Rating:	eptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet No	ot Applicable
Team Comments:		
Reviewer click or tap h	nere to enter comments, strengths, opportunities, and/or recommendations	
Narrative Response		
	nization's process for developing goals, objectives, and plans for building, grounds, and e	equipment.
	t or tap here to enter response.  tess for developing goals, objectives, and plans for technology.	
	t or tap here to enter response.	
~ -8		
Standard G2:	The organization has a written emergency response plan.	
Infrastructure		
Self Rating:		
_	ptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet N	ot Applicable
Team Rating:		
Team Comments:		
	nere to enter comments, strengths, opportunities, and/or recommendations	
None Response	<del>"</del>	
None		
		_
Standard G3:	Policies for the management of facilities are comprehensive and practic	cal.
Standard G3: Infrastructure	Policies for the management of facilities are comprehensive and practic	cal.
Infrastructure  Self Rating:		
Infrastructure  Self Rating: Excep		cal.
Infrastructure  Self Rating:		
Infrastructure  Self Rating: Excep		
Self Rating: Excepteam Rating: Team Comments:		
Self Rating:  Excep Team Rating:  Team Comments: Reviewer click or tap h	pptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet No	
Self Rating:  Excep Team Rating:  Team Comments: Reviewer click or tap h  Narrative Response	pptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet No	
Self Rating:  Excep Team Rating:  Team Comments: Reviewer click or tap h	pptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet No	
Self Rating: Excepted Team Rating:  Team Comments: Reviewer click or tap h  Narrative Response None	pptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet No	ot Applicable
Self Rating:  Excep Team Rating:  Team Comments: Reviewer click or tap h  Narrative Response	pptional Meets Opportunity for Enhancement Plans to Meet Does Not Meet No	ot Applicable
Self Rating:  Excepteam Rating:  Team Comments: Reviewer click or tap h  Narrative Response None  Standard G4: Foundational	petional Meets Opportunity for Enhancement Plans to Meet Does Not Meet Not Does Not Does Not Meet Not Does Not	ot Applicable
Self Rating: Excepteam Rating:  Team Comments: Reviewer click or tap h  Narrative Response None  Standard G4: Foundational  Self Rating:	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.	ot Applicable  possible,
Self Rating: Excepteam Rating:  Team Comments: Reviewer click or tap h  Narrative Response None  Standard G4: Foundational  Self Rating:	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.	ot Applicable
Self Rating: Excepted Team Rating:  Team Comments: Reviewer click or tap h  Narrative Response None  Standard G4: Foundational  Self Rating: Excepted Except	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.	ot Applicable  possible,
Self Rating: Excepted Team Rating:  Team Comments: Reviewer click or tap has to be a self Rating:  Narrative Response None  Standard G4: Foundational  Self Rating: Excepted Excepted Team Rating:  Team Comments:	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  The opportunity for Enhancement Plans to Meet Does Not Meet No.	ot Applicable  possible,
Self Rating: Excepted Team Rating:  Team Comments: Reviewer click or tap has to be a self Rating:  Narrative Response None  Standard G4: Foundational  Self Rating: Excepted Excepted Team Rating:  Team Comments:	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.	ot Applicable  possible,
Self Rating: Excepted Team Rating:  Team Comments: Reviewer click or tap h  Narrative Response None  Standard G4: Foundational  Self Rating: Excepted Except	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  Opportunity for Enhancement Plans to Meet Does Not Meet Notes and procedures which, insofar as protect survivors, children, and staff in the provision of services.	ot Applicable  possible,
Self Rating: Excepted Team Rating:  Team Comments: Reviewer click or tap h  Narrative Response None  Standard G4: Foundational  Self Rating: Excepted Except	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.	ot Applicable  possible,
Self Rating: Excepteam Rating:  Team Comments: Reviewer click or tap h  Narrative Response None  Standard G4: Foundational  Self Rating: Excepteam Rating:  Team Comments: Reviewer click or tap h  Narrative Response 1. How does the org Organization click	The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  The organization institutes practices and procedures which, insofar as protect survivors, children, and staff in the provision of services.  Opportunity for Enhancement Plans to Meet Does Not Meet Notes and procedures which, insofar as protect survivors, children, and staff in the provision of services.	ot Applicable  possible,

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.
Describe efforts to prepare staff to manage potentially dangerous situations.  Organization click or tap here to enter response.
Standard G5: Buildings, grounds, and <u>equipment</u> are accessible and/or alternative arrangements are in place to accommodate clients with special needs.
arrangements are in place to accommodate chemis with special needs.
Self Rating:
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: Foundational  Buildings, grounds, and equipment are safe and functional.
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. 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 C7:
Standard G7: Facilities and grounds provide physical spaces that are welcoming, inclusive, and promote safety and comfort.
Self Rating:
Team Comments:

Narrative Response:				
-	1	1 1 1 1	1	1
	maintaining welcoming facilities ar	id grounds that promote in	iclusivity, safety	and comfort
for survivors and staff.				
a. Administrative office				
Organization click or tap l	nere to enter response.			
b. Advocacy	1			
Organization click or tap l	nere to enter response			
	iere to enter response.			
c. Childcare				
Organization click or tap l	here to enter response.			
d. Counseling				
Organization click or tap l	nere to enter response.			
e. Outreach office(s)				
Organization click or tap l	nere to enter response.			
f. Sexual Assault Nurse				
Organization click or tap l				
g. Shelter	icie to circi response.			
- C				
Organization click or tap l				
h. Supervised parenting				
Organization click or tap l				
i. Transitional supporti	ve housing			
Organization click or tap l				
	1			
Standard G8:	The organization has adequa	eto spago to provido prive	ata and confide	ential
Practice	services.	tte space to provide priva	ate and connuc	ciitiai
Ртание	services.			
Self Rating:				
Exceptional	Meets Opportunity for Enhance	ancement Plans to Meet	Does Not Meet	Not Applicable
Team Rating:				
Team Comments:				
	nter comments, strengths, opportunitie	as and/or recommendations		
Reviewer click of tap fiere to er	ter comments, strengths, opportunitie	s, and/or recommendations		
NI	_			
Narrative Response:				
None				
Standard G9:	The organization provides cl	nildren's play areas insid	e and out at its	residential
Practice	facility(ies).			
Self Rating:				
Sen Rating.	\		D N M	N A I'. 1.1
	Meets		Does Not Meet	Not Applicable
Team Rating:				
Team Comments:				
Reviewer click or tap here to er	nter comments, strengths, opportunitie	es, and/or recommendations		
		-		
Narrative Response:				
None				
TNOHE				
Standard G10:	The organization provides ch	nildren's play area(s) at it	ts non-resident	tial office(s)
Practice	and/or facility(ies).	- , , , ,		
Self Rating:				
oen raung.	Meete		Dog Not Mee	Not Applicable
T P	Meets		Does Not Meet	INOL/ADDIICADIE
Team Rating:	1 1			П
Team Comments:				

Narrative Response:				
None				
Standard G11:				
Foundational	Cleaning supplies and	other toxic materials are safely	stored.	
1 Verrouse				
Self Rating:				
ш ».:	Meets		Does Not Meet	Not Applicable
Team Rating:				
Team Comments:				
	enter comments, strengths, oppo	ortunities, and/or recommendations		
Narrative Response:				
None	_			
Standard G12:				
Foundational	The organization mair	ntains a smoke-free environme	nt.	
Self Rating:			D. N. Mast	
Team Rating:	Meets		Does Not Meet	Not Applicable
Team rading.				
Team Comments:				
Reviewer click or tap here to	enter comments, strengths, oppo	ortunities, and/or recommendations		
Mamativa Dagnanga				
Narrative Response: None				
TVOIC				
Standard G13:		ides protection from fire and th	nere is a systen	n for early
Foundational	warning of fire.			
Self Rating:				
sen ramg.	Meets		Does Not Meet	Not Applicable
Team Rating:				
Team Comments:		4.4		
Reviewer click or tap here to	anton comments strongths come			
	enter comments, strengths, oppo	ortunities, and/or recommendations		
	o enter comments, strengths, oppo	ortunities, and/or recommendations		
Narrative Response:  1. Describe fire warning s		ortunities, and/or recommendations		
Narrative Response:  1. Describe fire warning s		ortunities, and/or recommendations		
Narrative Response:  1. Describe fire warning s	system.	ortunities, and/or recommendations		
Narrative Response:  1. Describe fire warning s Organization click or ta	system. ap here to enter response.			
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14:	system.  ap here to enter response.  In the event of fire, nat	tural disaster, or other emerger		
Narrative Response:  1. Describe fire warning s Organization click or ta	system.  ap here to enter response.  In the event of fire, nat			
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational	In the event of fire, nat provides for the protect	tural disaster, or other emerger		
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14:	In the event of fire, nat provides for the protect grounds.	tural disaster, or other emerger	rsons from its l	ouildings and
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational  Self Rating:	In the event of fire, nat provides for the protect	tural disaster, or other emerger		
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational	In the event of fire, nat provides for the protect grounds.	tural disaster, or other emerger	rsons from its l	ouildings and
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational  Self Rating:	In the event of fire, nat provides for the protect grounds.	tural disaster, or other emerger	rsons from its l	ouildings and
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational  Self Rating: Team Rating: Team Comments:	In the event of fire, nat provides for the protect grounds.	tural disaster, or other emerger	rsons from its l	ouildings and
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational  Self Rating: Team Rating: Team Comments: Reviewer click or tap here to	In the event of fire, nat provides for the protect grounds.	tural disaster, or other emerger	rsons from its l	ouildings and
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational  Self Rating: Team Rating: Team Comments: Reviewer click or tap here to	In the event of fire, nat provides for the protect grounds.  Meets  Denote to enter response.	tural disaster, or other emerger etion and safe evacuation of per ortunities, and/or recommendations	rsons from its l	ouildings and
Narrative Response:  1. Describe fire warning s Organization click or ta  Standard G14: Foundational  Self Rating: Team Rating:  Team Comments: Reviewer click or tap here to  Narrative Response:  1. Describe how staff and	In the event of fire, nat provides for the protect grounds.	tural disaster, or other emerger etion and safe evacuation of per ortunities, and/or recommendations	rsons from its l	ouildings and

	lick or tap her	e to enter r			irai disaster or o	mer emergencies	S?
3. When and how Organization c				ation?			
Standard G15: Foundational				provisions for f s, and visitors.		ergency medic	al care for its
Colf Datings							
Self Rating:		Meets				Does Not Meet	Not Applicable
Team Rating:							
Team Comment	s:						
Reviewer click or ta	ap here to enter	comments,	strengths, oppo	ortunities, and/or	recommendations	}	
Narrative Respon	nse:						
1. What are the o			for medical en	nergencies?			
Click or tap			11.1.	1 1 1	2 ( 1	11 .1 1 .	
2. Which first aid				ployees and vol		all that apply)	
CPR How	often? Organ	nization clic	gamzanon ener ck or tap here	to enter respons	se.		
				to enter respon			
Communic	cable disease I	How often?	Organization	n click or tap he	re to enter respo		
Universal p	precautions H	low often?	Organization	click or tap here	e to enter respon	se.	
				re to enter response			
				e to enter respo			
	01tem - 01g	541111111111111111111111111111111111111	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	<u> </u>	1100		
Standard G16:		The organ	nization prov	ides personal o	are supplies to	clients served	by
Practice		advocacy	emergency i	response, Sexu	al Assault Nur	se Examiner Pr	ogram
		(SANE),	Transitional :	Supportive Ho	using (TSH), a	nd/or shelter p	orogram(s).
Self Rating:	$\overline{}$						
	Exceptional	Meets	Opportunity	for Enhancement	Plans to Meet	Does Not Meet	NI - A - I' - I I
Team Rating:			o PP settines,				Not Applicable
							Not Applicable
							Пот Аррисавіе
Team Comment				1/	1.6		Not Applicable
		· comments,	strengths, oppo	ortunities, and/or	recommendations		Not Applicable
Team Comments Reviewer click or to	ap here to enter	· comments,	strengths, oppo	ortunities, and/or	recommendations		Not Applicable
Team Comment	nse:						
Team Comments Reviewer click or to  Narrative Respons 1. How are person Organization comments	nse: nal care suppl	lies distribut	ted to clients s	erved by SANE	, shelter, and/or	TSH program(s	
Team Comments Reviewer click or to  Narrative Responsible 1. How are person Organization c.  2. What provision	nse: Inal care supplick or tap her as are made fo	lies distribut	ted to clients s esponse. g personal care	erved by SANE	, shelter, and/or	TSH program(s	
Team Comments Reviewer click or to  Narrative Respons  1. How are person Organization comments	nse: Inal care supplick or tap her as are made fo	lies distribut	ted to clients s esponse. g personal care	erved by SANE	, shelter, and/or	TSH program(s	
Team Comments Reviewer click or to  Narrative Responsible 1. How are person Organization c.  2. What provision	nse: Inal care supplick or tap her as are made fo	lies distribut	ted to clients s esponse. g personal care	erved by SANE	, shelter, and/or	TSH program(s	
Team Comments Reviewer click or to  Narrative Respons  1. How are personal Organization comments Organization	nse: Inal care supplick or tap her as are made fo	lies distribut re to enter re or providing re to enter re	ted to clients s esponse. g personal care esponse.	erved by SANE supplies to clie	s, shelter, and/or	TSH program(s g needs?	5)?
Team Comments Reviewer click or to  Narrative Responsion  1. How are person Organization co 2. What provision	nse: Inal care supplick or tap her as are made fo	lies distribute to enter reproviding to enter re	ted to clients s esponse. g personal care esponse.	erved by SANE supplies to clie	nts with differin	TSH program(s	5)?
Team Comment Reviewer click or ta  Narrative Respons  1. How are person Organization companization c	nse: Inal care supplick or tap her as are made fo	lies distribute to enter reproviding to enter re	ted to clients s esponse. g personal care esponse.	erved by SANE supplies to clie	nts with differin	TSH program(s g needs?	5)?
Team Comment Reviewer click or ta  Narrative Respons  1. How are personal organization of the comment of the co	nse: nal care supplick or tap her ns are made folick or tap her	lies distribute to enter reproviding to enter re	ted to clients s esponse. g personal care esponse. nization takes, and the org	erved by SANE supplies to clies measures to ganization itsel	orotect the prof	TSH program(s	staff,
Team Comments Reviewer click or to  Narrative Respond  How are person Organization companization com	nse: Inal care supplick or tap her as are made fo	lies distribute to enter reproviding to enter re	ted to clients s esponse. g personal care esponse. nization takes, and the org	erved by SANE supplies to clie	nts with differin	TSH program(s g needs?	5)?
Team Comment Reviewer click or ta  Narrative Respond  1. How are personal comment Organization comment Organization comment Standard G17: Practice Self Rating:	nse: nal care supplick or tap her ns are made folick or tap her	lies distribute to enter reproviding to enter re	ted to clients s esponse. g personal care esponse. nization takes, and the org	erved by SANE supplies to clies measures to ganization itsel	orotect the prof	TSH program(s	staff,
Team Comments Reviewer click or to Reviewer click or to  Narrative Responsion  1. How are person Organization of Organization of Organization of  Standard G17: Practice  Self Rating: Team Rating:	nse: nal care suppl lick or tap her ns are made fo lick or tap her	lies distribute to enter reproviding to enter re	ted to clients s esponse. g personal care esponse. nization takes, and the org	erved by SANE supplies to clies measures to ganization itsel	orotect the prof	TSH program(s	staff,
Team Comment: Reviewer click or ta  Narrative Respond  1. How are person Organization of Organ	nse: nal care suppl lick or tap her ns are made fo lick or tap her exceptional	The organ	ted to clients s esponse. g personal care esponse. nization takes s, and the org	erved by SANE supplies to clies s measures to panization itsels for Enhancement	protect the prof f from theft.	erty of clients,  Does Not Meet	staff,
Team Comment Reviewer click or to  Narrative Respond  1. How are personal organization of the comment of the comment  Team Comment Reviewer click or to	ap here to enter  nse:  nal care supplick or tap her  ns are made folick or tap her  Exceptional  ap here to enter	The organ	ted to clients s esponse. g personal care esponse. nization takes s, and the org	erved by SANE supplies to clies s measures to panization itsels for Enhancement	protect the prof f from theft.	erty of clients,  Does Not Meet	staff,
Team Comments Reviewer click or to  Narrative Responsi  How are person Organization of Organiz	ap here to enternse:  mal care supplick or tap here as are made folick or tap here  Exceptional  ap here to enternse:	The organ volunteers  Meets  c comments,	ted to clients s esponse. g personal care esponse. nization takes s, and the org  Opportunity  strengths, oppo	erved by SANE supplies to clie supplies	protect the proof from theft.  Plans to Meet	rTSH program(s	staff,  Not Applicable

Organization click or tap	here to enter resp	onse.			
Standard G18: Practice		ation utilizes techradministration of		mation systems to en	nhance the
Self Rating: Exceptional Team Rating:	Meets	Opportunity for Enhan		Meet Does Not Meet	Not Applicable
Team Comments: Reviewer click or tap here to o	enter comments, stre	engths, opportunities,	and/or recommend	dations	
Narrative Response:  1. Explain how your organic operations. Organization click or tap  2. How are technology need Organization click or tap  3. How are telecommunica Organization click or tap  4. Describe any technology Organization click or tap	o here to enter resp ds evaluated by the here to enter resp tion, information s here to enter resp implemented or u	onse. corganization? onse. ystems, hardware ar onse. pdated over the pas	nd software prote		
Standard G19: Foundational Self Rating:	The organiza			y the number of peopserved.	ole in its
Team Rating:	Meets			Does Not Meet	Not Applicable
<b>Team Comments:</b> Reviewer click or tap here to o	enter comments, stre	engths, opportunities,	and/or recommend	dations	
Narrative Response:  1. Describe how the organ Organization click or tap			ple who can be h	oused in the shelter.	
Standard G20: Foundational	Preparing, s	toring, and dispos	ing of food mee	ts acceptable standa	rds.
Self Rating: Exceptional Team Rating:	Meets	Opportunity for Enhan	cement Plans to	Meet Does Not Meet	Not Applicable
Team Comments: Reviewer click or tap here to o	enter comments, stre	engths, opportunities,	and/or recommend	dations	
Narrative Response: None					
Standard G21: Practice		ive <u>assessments</u> o measure safety a		unds, and <u>equipment</u> tions.	t are
Self Rating:  Exceptional Team Rating:	Meets	Opportunity for Enhan	cement Plans to	Meet Does Not Meet	Not Applicable

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: The organization uses designated personnel to implement its policies and
Practice procedures relative to the organization's facility(ies), security, safety, and health.
1 0 1 1/ 1/ 1/
Self Rating:
Meets Does Not Meet Not Applicable
Team Rating:
Team Comments:
Team Comments:  Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations  Narrative Response:
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
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.
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?
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.
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.
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.
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.
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.
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:  The organization adheres to all applicable zoning, building, fire, health, and
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.
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: The organization adheres to all applicable zoning, building, fire, health, and safety codes of the community in which the organization is located.
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:
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:  Does Not Meet  Not Applicable
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Team Comments: Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations    Narrative Response:

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
Foundational transportation of children and adults.
Self Rating:
Meets Does Not Meet Not Applicab
Team Rating:
Team Comments:
Reviewer click or tap here to enter comments, strengths, opportunities, and/or recommendations
Narrative Response:
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
Foundational Standards Rating Score	6	6	4.5	1	0	0
Infrastructure Standards Rating Score	5	5	3.75	1	0	0
Practice Standards Rating Score	4	4	3	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.

	Stand	lards Group	os				
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
А	Policy and Governance	15	5	4	6	74	9%
В	Financial Management	21	7	4	10	102	12%
С	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%
Е	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 5 August 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 <u>organizational culture</u>, 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	An exempt organization must make specific tax documents available for public inspection and
	E4	copying. These items include:
1		• IRS determination 501 c-3 letter
1		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	Reporting structure, supervision structure, staff ratio, employee development, Organizational Chart,
2	Management of Staff and	Job descriptions
	Volunteers D1, D2	Records retention, personnel file documents
	Administrative Management	Executive Director, Bookkeeper, Finance Director, Receptionist, Grant Manager
3	Positions	Executive Director, Bookkeeper, I mailee Director, Receptionist, Grant Manager
4	Aggregate Data	Summaries of client feedback surveys and/or compiled outcome data for each program area
	C19, C-SANE15, C-TSH9	
	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,
5	Administrative	childcare, community/prevention education, administration, fund development, and/or others as
		applicable
	Background Check Policies for	Criminal history, state and national sex offender registries, MI Department of Health and Human
	Staff and Volunteers	Services Child Abuse Central Registry, E-Verification, driving record, fingerprint background check,
	D7, D8	Out of State Background checks for anyone who has lived or worked outside the state in last five
6		years, and written examination suitability to work with minors, positive background check policy, frequency of background checks, who and type of background check conducted, and
		employee/volunteer requirement to notify agency of charges/tickets
		1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
	Benefit Package or Salary	This is not a comprehensive list but examples of what may comprise a benefit package:
	Range that Attracts and Maintains Qualified Staff	• Bonuses
		Cafeteria Plan
	B17, D20	Child friendly offices
		Disability insurance
		Employee appreciation events/activities
		• Fitness access/memberships
		Flex time and flexible schedules
		Flexible spending accounts
		<ul><li>Fringe benefits</li><li>Health insurance (medical, dental, vision)</li></ul>
7		Holidays
/		HSA
		Life insurance
		Onsite healthy snacks/beverages
		Overtime
		Paid time off
		Premium/hazard pay
		Relocation assistance
		Remote work options
		Retirement/401K contributions
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1		Sabbatical leave

Breaches of Confidentiality  Breaches of Breaches of Confidential State of Confidenti			• Turining / Dur Coming of April 2 month
Preaches of Confidentiality  Shringing informations about cleents with unauthorized persons internal and external either while engaged in or after participating in the organization's services/programs; and/or during or after working hours  MNAN Confidentiality Training National Victim Assistance Academy: Advanced Solis Institute Nationa			Training/Professional development
Streaches of Confidentiality   Ca			
engaged in or after participating in the organization's services/programs; and/or during or after working hours  MIVAN Confidentiality Training National Victim Assistance Academy Advanced Skills Institute National Victim Assistance Academy (NVAA): How We Can Help LOVC TIAC  Building, equipment, funds AMF, CJ, C-TSIIA, DJ, DJ  The ADA problibits discrimination based on disability in employment, state and local government, public and individual with a disability and accommodations, commercial facilities, transportation, and telecommunications.  The ADA problibits discrimination based on disability in employment, state and local government, public and individual with a disability and accommodations, commercial facilities, transportation, and telecommunications.  The ADA problibits discrimination based on disability in employment, state and local government, and individual with a disability and accommodations, commercial facilities, transportation, and telecommunications.  The ADA problibits discrimination based on disability in employment, state and local government, public and individual with a disability and accommodations, and individual with a disability a defined by the ADA as a passed and individual with a disability a defined by the ADA as a passed and the passed and an impairment. The ADA does not specifically name all impairments that covered. A Guale to Dualitie Rights Lew—sews adapted.  Client Information/ Methods  Made Available  Client Record  Community Engagement  Sectio		Branch of Confidentiality	
working hours  MIVAN Confidentiality Training  National Victim Assistance Academy: Advanced Skills Institute  National Victim Assistance Academy (NVAA)   How We Can Help   OVC TTAC  Building: summent. Funds  American with Disability Act  AM, C.3, C-TSHA, D.3, Di  To be protected by the ADA, one must have a disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommonications.  To be protected by the ADA, one must have a disability or have a relationship or association with an individual swith a disability, of nonfovial with a disability of self-ond by the ADA as a person who has a physical or mental impairment that substantially limits one or more minor life activity, a person who has a physical or mental impairment that substantially limits one or more minor life activity, a person who has prevent when the protection of such an impairment, or a person who is perceived of such an impairment. The ADA does not specifically name all impairments that are covered.  A Guile or Disability Refets I now a work and the properties of the probability Refets I now a work and a supplier of possibility of probability Refets I now a work and a supplier of possibility of possibility of possibility of possibility of possibility of possibility of probability Refets I now a control of such an impairment of such as impairment, or a person who is perceived.  Client Record  Client Record  Client Record  Client Record  Client Record  Client Record  Comprehensive)  Client Record  Comprehensive)  Client Record  Comprehensive)  Client Record  Comprehensive)  Client Record  Client Record  Comprehensive  Client Record		1	
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Made Available   C3, C4, C13, C-SANE3, C-TSH2     Client Programs			
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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 Client approved methods of contact, frequency, emergency response scenarios  Activities to promote learning and understanding of issues related to gender-based violence – you can see the audience.  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. Community Engagement activities include: Community education Community relations Education Prevention Public awareness  This is not a comprehensive list. Examples to consider including are: Acceptance of donations Communication Media responses Donor privacy Events Events Event evaluation process/methods Fundraising	14		
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<ul> <li>Community relations         <ul> <li>Education</li> <li>Prevention</li> <li>Public awareness</li> </ul> </li> <li>Community Engagement         <ul> <li>Policies</li> <li>Acceptance of donations</li> <li>Communication</li> <li>Media responses</li> <li>Donor privacy</li> <li>Events</li> <li>Event evaluation process/methods</li> <li>Fundraising</li> </ul> </li> </ul>	16		, 00
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<ul> <li>Prevention         <ul> <li>Public awareness</li> </ul> </li> <li>Community Engagement             Policies</li></ul>			
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			Gift acceptance

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		<ul><li>Social media</li><li>Survivor stories</li></ul>
18	Community Relations <i>E2, E12</i>	• Survivor stories  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).
		Activities include attending meetings, becoming members, involvement in committees and other community-based events.
19	Comprehensive Job Descriptions for Staff and Volunteers D16, D17	<ul> <li>Elements of a Comprehensive Job Description:</li> <li>Job Title</li> <li>Position Summary</li> <li>Key Responsibilities</li> <li>Skills &amp; Qualifications</li> <li>Education, experience, skills, certifications, years of experience</li> </ul>
		<ul> <li>Supervision/Department/Supervisory Responsibilities</li> <li>Employment Type &amp; Benefits         Job classification, exempt/non-exempt, hourly/salaried, full or part time, travel requirements, benefits available, funding source</li> </ul>
	Confidentiality Laws	Violence Against Women Act, 42 USC 13925(b)(2); and
	C8, C22, C-SANE4	<ul> <li>Family Violence Prevention &amp; Services Act, 42 USC 10402.</li> <li>Domestic Violence/Sexual Assault Victim Counselor Privilege 2 Mich. Comp. Laws § 600.2157a(2)</li> </ul>
19		Resources  MCEDSV - Confidentiality Policy Considerations and Recommendations: A Resource Manual for Michigan Domestic and Sexual Violence Programs - <a href="https://mcedsv.org/wp-content/uploads/2019/11/Confidentiality-Manual-Update-2018.pdf">https://mcedsv.org/wp-content/uploads/2019/11/Confidentiality-Manual-Update-2018.pdf</a> MIVAN - <a href="https://mivan.org/">https://mivan.org/</a> NNEDV Website - <a href="https://nnedv.org/content/confidentiality/">https://nnedv.org/content/confidentiality/</a> Technology Safety Project Confidentiality Project - <a href="https://www.techsafety.org/confidentiality/">https://www.techsafety.org/confidentiality/</a>
	Cost Analysis Samples	How the organization determines cost(s) by program or service area/cost center within an identified
	B15, C18	area, examples include:
		Counseling and advocacy services within domestic violence and/or sexual assault non-residential services
20		<ul> <li>Program services by category (DV, SA, SANE, TSH)</li> <li>Emergency shelter</li> </ul>
		• Fundraising events (time and costs vs revenue vs social capital)
		<ul> <li>Purchasing equipment/property (buying vs leasing/renting)</li> <li>Staffing (volume of units of service vs staffing hours) (staff utilization of time)</li> </ul>
	Crisis and Helpline Procedures	How the 24-hour crisis/hotline helpline works, where is it located, who supervises, how it is
21	C5, C6	monitored, how are calls documented, differences/similarities for calls related to domestic violence/intimate partner violence and those related to sexual assault, define difference between crisis call vs a call requesting information or referral, text and chat procedures
22	Critical Situations G2	Accidents, serious illness, fire, medical emergencies, floods, natural disasters, hostage situations, bomb threats, unlawful intrusion, pandemic, physical assault, public health crisis, hazardous material, data breach, data recovery, electronic disruption
	Culturally Honoring C4, D12	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:
23		<ul> <li>Creates a welcoming environment for diverse populations</li> <li>Develops institutionalized cultural knowledge</li> <li>Establishes organizational commitment and capacity for cultural self-assessment</li> <li>Has an organizational consciousness of inherent dynamics when cultures interact</li> <li>Includes adaptive service delivery that reflects an understanding of cultural diversity</li> <li>Values diversity</li> </ul>
24	Culturally Honoring and Respectful Sexual Assault Medical Examination Procedures/ Practices	SANE program offers culturally honoring care kits that support emotional support response in a culturally honoring way.

	C-SANE3	Program is open and accepting of cultural practices/ceremonies in preparing examination room i.e.
	C-SAIVES	prayers, songs, smudging.
	Development of Position Activities and Qualifications D16, D17	The process of gathering, examining and interpreting data about the task performed in a job, may be determined by:
25	D10, D17	Conducting time studies  Library Spine while artificial to a suffering tools.
25		<ul> <li>Identifying skills utilized to perform tasks</li> <li>Interviewing employees to understand tasks they are performing</li> </ul>
		Observing how tasks are performed
		Researching other like position in similar organizations
26	Direct Service Positions	Advocate, Counselor, Shelter Worker
	Diversity	Gender, race, ethnicity, age, sexual orientation, disability, geographic, cultural, type of victimization
27	D23, E11	
	Diverse Board A5, A7	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.
28		A diverse board:
		Reflects the diversity of the community served therefore providing access to resources through connections with partners and potential donors; and
		<ul> <li>Offers diverse perspectives from individuals better qualified to identify solutions and risks when facing major decisions.</li> </ul>
	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.
29		<ul> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of the Crime Victim Field, link - <a href="https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020 NRCRV NEEDSREPORT 6 5 20.pdf">https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020 NRCRV NEEDSREPORT 6 5 20.pdf</a></li> <li>The National Resource Center for Reaching Victims – resources on increasing organizational capacity to serve diverse cultures and persons with disabilities – link <a href="https://reachingvictims.org/how-we-help/resources-library/">https://reachingvictims.org/how-we-help/resources-library/</a></li> </ul>
30	Donated Gifts E16	Stocks, bonds, treasury notes, property, leases, vehicles
	Economic Justice C10	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:
		<ul> <li>Accessing legal assistance to address custody, child support</li> <li>Poor credit scores (repairing credit ratings, addressing debt, freezing credit)</li> </ul>
31		<ul> <li>Stable employment (job training, education, removing barriers of attendance, transportation)</li> <li>Addressing financial abuse occurring after leaving the abuser:         <ul> <li>Debt</li> <li>Evictions</li> <li>Legal issues</li> <li>Mainstream benefits</li> <li>Ruined credit scores</li> <li>Sporadic employment histories</li> </ul> </li> <li>DV and Economic Justice Archives (NNEDV)</li> </ul>
32	Education <i>E2, E12</i>	Community based education about an organization's services and domestic and sexual violence, which may be general information or curriculum based instruction
33	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
34	Electronic Devices  D13	Cell/smart phones, tablets, laptops, cameras, pagers, USB drives
35	Electronic Financial Methods <i>B8</i>	Bank EFT, PayPal, app pays, square readers
36	Equipment	Utilities, furnace, boiler, water heater, appliances, generator, technology devices, vehicles, fire suppression, communication

37	Evaluating Data	Look for patterns, how often assessed against past outcomes, assign responsibility Using data to inform decisions regarding program changes, adding, or discontinuing programs
	Evaluation	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
	A2, A12, C18, C19, C-SANE15,	organization can make adjustments that better meet client needs and improve program services
	C-TSH8, D30, E13, E14, F4, G21	and/or elements within the organization.
38		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.
		Effective Management Series - National Victim Assistance Academy (NVAA)   How We Can Help   OVC TTAC
	Evidence of Adherence to	Certificate of occupancy; health department evaluations; boiler, fire and/or safety inspections which
	Applicable Codes, Zoning,	may include; Housing Quality Standards (HQS), water back flow tests, sprinkler systems checks, fire
39	Building, Fire, Health and	drills
	Safety Codes C-TSH2, G23	
	·	
40	Explaining a Process	A description of a 'process' would include: how often does it happen (timeline), who is responsible
	Fair Labor Standards Act	(provides), who decides when it is needed, who provides it, how documented  Department of Labor fact sheets
	D16	https://www.dol.gov/agencies/whd/fact-sheets
41		Department of Labor exempt vs. non-exempt
41		https://www.dol.gov/sites/dolgov/files/WHD/legacy/files/fs17a overview.pdf
		Department of Labor standard salary increase effective January 1, 2020.
	Financial Policies	https://www.dol.gov/agencies/whd/overtime/2019/index This is not a comprehensive list but examples of what to consider including:
	B3, B4, B6, B7, B8, B9, B13,	Audit processes
	B14, B21	Authorization to sign contracts, approve expenditures and sign checks
		Banking procedures (including electronic)
		Bidding
		Budget
		Compensation determination process
		Conflict of interest
		Cost allocation
		Credit card use and acceptance
		<ul><li>Depreciation</li><li>Document maintenance, retention and destruction</li></ul>
		Document maintenance, retendon and destruction     Donations
		Equipment
		Financial reports
42		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, job titles for persons performing functions
		• Inventory
		Investments
		Line of credit including authority to engage, access and limits
		Mail
		• Payroll
		Procurement/Bids
		Purchases     Promised annual interest/netential conflict of interest disalogues by board of disagrams and law
		Required annual interest/potential conflict of interest disclosures by board of directors and key employees
		Risk assessment
		Travel and reimbursement

		o Rates of reimbursement
		Receipts required or not
		Workday definition for exempt/non-exempt employees
		Documentation required for mileage reimbursement
		o Eligible expenses
		Use of personal auto
		Whistleblower policy
43	Flexible Funding C-TSH6	Flexible funding is financial support provided to survivors to address barriers that exist between the survivor and safety while maintaining client confidentiality. 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:  • Payments to a third party requested by the survivor  • 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
		• Utilities
		Documents (birth certificates, state IDs)
		Education (GED, certificate courses, testing, license renewals)
	Fund Development	Activities the organization engages in to raise funds to support programs, services and facilities.
44	Section E	receivates the organization engages in to raise raines to support programs, services and members.
4.5	Fundraising	The process of creating and enhancing relationships with potential and existing donors to ensure
45	E16	current and future income with a focus on larger and consistent gifts.
	Fundraising and Charitable	Raffle licenses, liquor licenses, license to solicit, how donations are valued, quid pro quo
	Solicitations Legal	contributions when a donor receives something of value in return for their contribution
46	Requirements	
40	E15, E16	Michigan Charitable Solicitation Act: AG - Charitable Trust
		Charitable Contributions   Internal Revenue Service https://www.irs.gov/charities-non-
		profits/charitable-contributions
	Goals, Objectives, and Plans	Questions to consider when setting goals, objectives and plans for the administration and
	are Established for the	management of staff include:
	Administration and	Are there case reviews or activities that occur regularly?
	Management of Staff	Are there frequent staff or other meetings to discuss challenges, identify resources, and seek
	D1, D2	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?
47		How is staff supervised?
		Is there a regular process for documentation of staff supervision?
		What is the process for ongoing, intentional staff/supervisor interactions?
		What management training does the organization provide/require for supervisors?
		Qualifications and Training (new and ongoing) requirements of supervisors
		Leadership Institute - National Victim Assistance Academy (NVAA)   How We Can Help   OVC TTAC
		CSH: <u>Training &amp; Professional Development - CSH</u>
	Governance Policies	This is a document that provides parameters of how Board will operate within the organization. It
	A4, A11, B17	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, for example financial management and personnel, in
		conducting/monitoring/overseeing the business of the organization
48		This is not a comprehensive list but exemples of what to consider including in a board account.
		This is not a comprehensive list but examples of what to consider including in a board governance
		policy manual:
		Annual oversight tasks also known as a monitoring calendar  Packed and a of othics.
		Board code of ethics
1		Board governance policy

		CEO/Executive Director Compensation determination process
		Conflict of Interest
		Document retention and destruction, minimally meeting contract requirements
		Gift acceptance
		Investment policy
		<u> </u>
		Risk management
		Role of the Board including: ethical, legal, financial oversight; and defined roles in evaluation,
		risk management, strategic direction, day to day management, operations, personnel oversight
		Role of the Chief Executive Officer/Executive Director including: ethical, legal, financial
		oversight; and defined roles in evaluation, risk management, strategic direction, day to day
		management, operations, personnel oversight
		Short-term and long-term planning
		Virtual meetings
		Voting – in person, electronic, quorum
		Whistleblower
	Identify and Evaluate Risk	An assessment is used to explore potential risks and vulnerabilities organizations face. It includes
	A10	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:
		An individual being injured (staff, volunteers, clients, donors, community members)
		The likelihood of facing legal action/consequences
49		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
	Infectious Diseases	HUD Infectious Disease Toolkit <a href="https://files.hudexchange.info/resources/documents/Infectious-">https://files.hudexchange.info/resources/documents/Infectious-</a>
	G15	Disease-Toolkit-for-CoCs-Preventing-and-Managing-the-Spread-of-Infectious-Disease-within-
		Shelters.pdf
50		COVID-19 Guidance for Shared or Congregate Housing   CDC -
		https://www.cdc.gov/coronavirus/2019-ncov/ COVID-19 and Homelessness Services Training for Homeless Shelter Workers -
		https://www.cdc.gov/coronavirus/2019-ncov/
		National Healthcare for the Homeless Council - https://nhchc.org
	Individuals Responsible for	List position(s) title(s) and specific staff and volunteer responsibilities.
	Implementing Policies,	Example (can be done for any position):
	Procedures and Practices	Volunteer Coordinator – All volunteers except for clinical intern placements – Responsibilities
51	Related to Staff and Volunteers	include recruiting, screening, placement, support, direct supervision, orientation, evaluation,
	D32	and ongoing general training
		Office Manager – All staff and volunteers – Responsibilities include assignment and
		orientation of technology, administrative orientation, background checks
52	Information Not Created by	Newspaper articles, copies of blogs, television interviews, on-line articles, corporate sponsor, civic
	Organization	group newsletters, Facebook posts
	Insurances	It is important to check your contract for minimum requirements of the type of policy and coverage
	B19, B20, D33	limitations required: some examples may include:
		• Auto
		• Bond
		Commercial
		• Crime
		• Cyber
53		Directors and Officers Liability
		Employment Practices
		• ERISA
		• Flood
		Fraud
		General Liability
		• Lawyer
L		Medical

		Non-Owned Auto Coverage
		Professional Liability
		Property – Building and Equipment/Furnishings
		Sexual Abuse/Molestation
		• Umbrella
		Unemployment
		• Volunteer
		Workers Compensation
		Workers compensation
		The organization's insurance carrier can provide an ACORD form that summarizes specific
		coverages.
54	Interdisciplinary Entities	MDT, SART, DART, CAC, SA Coalitions, DV Coalitions, HSCB, Wrap around, CoC/LPB
55	Leadership Positions	Leadership positions within the organization whose title may include words like; director, manager,
- 55	1/5 1 1 5	supervisor, lead, coordinator, or other words that imply management responsibilities
	Legal/Ethical Practices in	In fund development and community engagement; activities that are legal, ethical and best practice
	Fund Development and	could include:
	Community Engagement <i>E15, E16</i>	• A
	E13, E10	Accurate and honest communication
		Activity alignment with organizational mission  All Activity alignment with organization alignment with organization and activity alignment with a sign of the properties of the prop
		Adherence to state fundraising laws <u>AG - Charitable Trust (michigan.gov)</u> All Control of the Law to B. L. Law to B. Law to B. L. Law to B. Law to B. L. Law to B. Law
		Adherence to Federal IRS fundraising laws: <u>Charitable Contributions   Internal Revenue Service https://www.irs.gov/charities-non-profits/charitable-contributions</u>
		Donor Bill of Rights
		9
		<ul> <li>Financial transparency – easy access to non-profit financial and Board information</li> <li>Having a State of Michigan Charitable License to Solicit</li> </ul>
56		The way we can be of the state
		Notices required with solicitations     Obtaining angular for support discourse (6)
		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      Policies related to using images of people – must have permission, and may not include      Policies related to using images of people – must have permission, and may not include
		<ul> <li>personally identifying information or images of minors</li> <li>Public disclosure requirements</li> </ul>
		Public donor lists in manner which the donor wants
		<ul> <li>Reports to foundations and other funding sources</li> <li>Respect restrictions on donor gifts</li> </ul>
		• Timely gift acknowledgements
57	Legal Documents Policy	<ul> <li>Transparency with fundraising costs</li> <li>Warrants, subpoenas</li> </ul>
- 31	LEP and 4-Point Analysis	United States Executive Order 13166 addresses "Improving Access to Services for Persons with
	C10	Limited English Proficiency (LEP)" The Executive Order requires that federal agencies work to
58		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/.
59	Managing Potentially	De-escalation training, protocol development, role-playing, critical incident reviews
	Dangerous Situations	
60	Methods to Determine Client	Determining if satellite offices are in the best location and/or if the offices are staffed at times most
	Need Methods to Reduce Access	desired and convenient for persons seeking assistance and support  Transportation, alternative meeting locations, Skype, texting, mobile advocacy, culturally welcoming,
61	Barriers	other accommodations
	Organizational Components	• Culture
	,	• Goals/Purpose
		Division of labor
62		Processes
02		Structure/Hierarchy of authority
		Structure/ Flierarchy of authority     Evaluation
	Organizational Culture	<ul> <li>Collaboration</li> <li>The underlying beliefs, assumptions, values, and ways of interacting that contribute to the unique</li> </ul>
63	Organizational Culture	social and psychological environment of an organization.
64	Organizational Reports	This is not a comprehensive list but examples of what to consider including:
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	A12, A13	Board and staff self-assessments and satisfaction
		Community partners feedback
		Community systems surveys of agency work
		• <u>Cost analysis</u>
		Financial reports
		Review of client feedback/satisfaction surveys
		Service delivery reports describing:
		Number of individuals accessing/using services
		o Which services accessed/used
		o Level or amount of services accessed/used
		Staff reports
65	Organizational Security	Shelter facility; telephones; grounds; offices; mobile advocacy, and security of clients and their
05	G4, G6	children when they leave the grounds
	Organizational Structure	A system that outlines how certain activities are designed in order to achieve organizational goals.
	C18	These activities are "organization components" and can include rules, roles and responsibilities.
66		The organizational structure also determines how information flows through the organization. (For
00		example: top down, centralized, decentralized across various levels). The organizational structure
		defines the hierarchy, roles, where things fit within the organization, how the organization
<u> </u>	Other Level C. P. 11	approaches priorities, its culture, engagement, policies, and procedures.
67	Other Local Service Providers	Offsite groups, substance abuse organizations, homeless shelters, cross training, co-located staff,
	Personnel Policies	COC/LPB, HARA, coordinated entry  This is not a comprehensive list but examples of what to consider including:
	D3, D7, D8, D11, D33	This is not a comprehensive list but examples of what to consider including:
	D3, D7, D8, D11, D33	Administrative leave
		American with Disability Act
		Attendance
		• Benefits
		Confidentiality
		Conflict of interest
		Discrimination/harassment complaint process
		Drug/smoke free workplace
		Employee injuries
		Employment
		Employment status
		Equal Employment Opportunity
		Ethics and conduct
		Grievance response
68		Nepotism
		Performance appraisals
		1.1
		Personnel records
		Premium/hazard pay
		• Safety
		Sexual harassment
		Social media usage
		Technology
		Termination
		Time and pay
		• Travel
		Universal precautions
		Whistleblower
		Workplace violence policy
		Work from home policy
	Personnel Record	This is not a comprehensive list but examples of what to consider including:
	(Comprehensive)	Personnel Record — Employee file
	D3, D5, D7, D18, D19	Background check results
69		Disciplinary actions
		Driver's licenses
		Educational transcripts/verification of education
L	1	Dadeadona danscripto/ vermeadon of education

		Employment application
		Employment verification/reference checks
		Goals/development plans
		Job description
		Offer letter signed by both parties
		Orientation documents
		New employee training
		Ongoing training records
		Receipt/acknowledgement of employee handbook
		• Resume
		Separation documents  P. J.
		Personnel Records — I-9/E-verify
		E-Verification
		• I-9 Form
		Personnel Record — Medical/Health
		Doctor notes/medical leave
		Drug test results
		Employee benefit forms
		FMLA requests
		Health insurance documents
		Health related documents
		Worker compensation claims
		Personnel Record – Wage, Payroll and PTO
		Garnishments/litigation documents
		IRS tax withholding forms
		Payroll and compensation information
		• Timesheets
70	Personnel Records Separately	Personnel Records files could include payroll, immigration status (I-9/e-verify), medical/health,
70	Maintained	benefits, employee file
	Plan	A plan describes action steps to achieve goals and objectives. A plan includes timelines, who is
	A2, B1, C5, C-SANE1, CTSH1,	responsible to implement action steps, and identified clear and obtainable measures. It is an
	D1, E2, E6, E7, F1, G1	evolving and changing document that is adjusted as barriers and challenges are identified and/or
		eliminated through regular reviews and updates. An organization can have a variety of plans which
		could include:
		Community outreach
71		Evaluation
71		• Facilities
		Fund development/fundraising
		Marketing
		Short and long plans
		Staffing
	ĺ	
		Strategic goals
		<ul><li>Strategic goals</li><li>System change</li></ul>
70	Policies to Protect Children	
72	G4	• System change Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation
72	G4 Practices Supporting Culturally	• System change Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education
72	G4	• System change Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation
72	G4 Practices Supporting Culturally	<ul> <li>System change</li> <li>Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation</li> <li>Training provided; practices adopted</li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of</li> </ul>
72	G4 Practices Supporting Culturally	<ul> <li>System change</li> <li>Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation</li> <li>Training provided; practices adopted</li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of the Crime Victim Field, link - <a href="https://reachingvictims.org/wp-">https://reachingvictims.org/wp-</a></li> </ul>
72	G4 Practices Supporting Culturally	<ul> <li>System change</li> <li>Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation</li> <li>Training provided; practices adopted</li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of</li> </ul>
	G4 Practices Supporting Culturally	<ul> <li>System change</li> <li>Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation</li> <li>Training provided; practices adopted</li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of the Crime Victim Field, link - <a href="https://reachingvictims.org/wp-">https://reachingvictims.org/wp-</a></li> </ul>
	G4 Practices Supporting Culturally	<ul> <li>System change</li> <li>Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation</li> <li>Training provided; practices adopted</li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of the Crime Victim Field, link - <a href="https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020">https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020</a> NRCRV NEEDSREPORT 6 5 20.pdf</li> </ul>
	G4 Practices Supporting Culturally	<ul> <li>System change</li> <li>Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation</li> <li>Training provided; practices adopted</li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of the Crime Victim Field, link - <a href="https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020">https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020</a> NRCRV NEEDSREPORT 6 5 20.pdf</li> <li>The National Resource Center for Reaching Victims – resources on increasing organizational</li> </ul>
	G4 Practices Supporting Culturally Honoring and Respectful	<ul> <li>System change         Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation         Training provided; practices adopted     </li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of the Crime Victim Field, link - <a href="https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020">https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020</a> NRCRV NEEDSREPORT 6 5 20.pdf</li> <li>The National Resource Center for Reaching Victims – resources on increasing organizational capacity to serve diverse cultures and persons with disabilities – link <a href="https://reachingvictims.org/how-we-help/resources-library/">https://reachingvictims.org/how-we-help/resources-library/</a></li> </ul>
	G4 Practices Supporting Culturally	<ul> <li>System change</li> <li>Safe facilities and equipment, child abuse and neglect, staff screening, childcare, car seats, education participation</li> <li>Training provided; practices adopted</li> <li>Helping Those Who Help Others; Key Findings From a Comprehensive Needs Assessment of the Crime Victim Field, link - <a href="https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020">https://reachingvictims.org/wp-content/uploads/2020/06/ACCESS-2020</a> NRCRV NEEDSREPORT 6 5 20.pdf</li> <li>The National Resource Center for Reaching Victims – resources on increasing organizational capacity to serve diverse cultures and persons with disabilities – link</li> </ul>

Program Evaluation   who is involved, what a information data is utilized, how often completed, what questions are asked in determining when to reasony, add or reduces staff		T =	1
in determining when to reassign, add or reduce staff Process for Developing Financial Management Goals Process for Job Description Dis Process for Job Description Dis Process for Training Plan Development Dis Dis Development Dis		Process and Utilizing Data in	Who get reports, is data used when making staffing decisions, program decisions, goals, objectives,
Process for Developing   Financial Management (Goals   Process for Job Description   Development   Did	75	Program Evaluation	
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Process for Job Description Development Dis  Process for Training Plan Process for Training Plan Process for Training Plan Development D25  Prof of Non-Profit Status Public Awareness B2, E5, E12  Public Awareness B3, E5, E12  Qualification in a Job Description for Staff and Voluntees D14, D15  Resources - Domestic and Sexual Violence  Resources - Domestic and Sexual Violence Sexual Violence  Resources - Domestic and Sexual Violence Sexual Violence  Resources - Domestic and Sexual Violence (NEVID)  Methigat Continual Association of Hororatic Nurses (IAHN)  Methigat Continual Association of Hororatic Nurses (IAHN)  Methigat Continual Association of Hororatic Nurses (IAHN)  National Limited Nurses (IAHN)  National Limited Continual Association of Hororatic Nurses (IAHN)  National Limited Continual Nurses (IAHN)  National Limited Continual Nurses (IAHN)  National Limited Continual Nurses (IAHN)  National Nurses (IAHN)  National Limited Continual Nurses (IAHN)  National Limited Continua	76		
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Development   D25	' '		
Proof of Non-Profit Status		Process for Training Plan	Who creates plan for new employees and ongoing staff development, how are training needs
Proof of Non-Profit Status  Photo of Non-Profit Status  Photo awareness  By E2, E5, E12  Photo of Non-Profit Status  Active that increase the public level of consciousness about available services and the impact of gender-based volence in the community. Examples include media interviews, social media posts, billiboracis, and community booths —you don't see the audience, but the information is out there for the public to see /leam.  Typical qualifications to consider which describe the position and necessary abilities to perform job responsibilities.  Typical qualifications to consider which describe the position and necessary abilities to perform job responsibilities.  A tetrabutes  Resources — Domestic and Sexual Violence  Resources — Domestic and Sexual Violence  Resources — Domestic and Sexual Violence of the public to see /leam.  Resources — Domestic and Sexual Violence of the public of the publ	78		determined, when is it done, where is plan documented, and how is it reviewed, how often
Activities that increase the public level of consciousness about available services and the impact of gender-based violence in the community. Examples include media interces, social media posts, billboards, and community booths — you don't see the audience, but the information is out there for the public to see Pean.			
gender-based violence in the community. Examples include media interviews, social media posts, ballboards, and community booths – you don't see the audience, but the information is out there for the public to see/learn.  1	79		
Billboards, and community booths — you don't see the audience, but the information is out there for the public to see (Jearn.)   Qualification in a Job Description for Staff and Volunters   D14, D15			
the public to see/learn.  Qualification in a Job Description for Staff and Volunteers DIA, DIS  Resources - Domestic and Sexual Violence  Resource Sexual Violence  Resource Sexual Violence  Resource Center on Victimization and Safety   Vera Institute of Justice - Persons With Disabilities  III D Ischange International Association of Forensic Nurses (IAIN)  Michigan Victim Advocacy Network - MIVAN  National Resource Center on Domestic Violence  National Resource Center on Domestic Violence  National Resource Center on Domestic Violence  National Sexual Violence Resource Center on NSVRQ,  National Victim Assistance Academy (NYAA)   How We Can Help   OVC TTAC Pensis International  Rape, Almas, & Incess National Network (RAINN)  Safe Housing Partnership  Strong-Hearts Native Helpline  The TA Provider Resource Center (TAZTA) (List of OVW technical assistance providers)  The National Alliance for Safe Housing (NYAA)   How We Can Help   OVC TTAC Pensis International Resource Center (TAZTA) (List of OVW technical assistance providers)  The National Alliance for Safe Housing (NYAA)   Password protected documents, VPN, firewalls, use of mobile devices, texting with clients  Protect Electronic Data Co. Academy Forence of Text (TAZTA) (List of OVW technical assistance providers)  Rafeguards and Measures to Protected documents, VPN, firewalls, use of mobile devices, texting with clients  NNEDV Technologe, Resources  **A Cuttle care needs  **A Cuttle care needs  **A Cuttle care needs  **A Cuttle care needs  **Contacting advocates  **Court textimony  **Crossis intervention (assessment, triage, safety planning, transportation)  **Medical protocolar (SANE)	80	E2, E5, E12	
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81 P.14, D.15  Resources – Domestic and Sexual Violence  Resources – Domestic and Sexual Violence (MCEDSV)  Michigan Victim Advocacy Network - MVAN  National Alarino Network  National Network to Fad Domestic Violence (NNEDV)  National Victim Assistance Academy (NVAA)   How We Can Help   OVC TTAC Praxis International  Rape. Abuse. & Incest National Network (RAINN)  Safe Housing Partnership  Strong-Hearts Native Helpline  The TaP provider Resource Center Of NASH)  Uniting Three Fires Against Violence (UTPAV)  Password protected documents, VPN, firewalls, use of mobile devices, texting with clients  Password protected documents, VPN, firewalls, use of mobile devices, texting with clients  NNEDV Technology Resources  This is not a comprehensive list but examples of what to consider including:  Acute care needs  Aftercare or follow up  Confidentiality  Constacting 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 for evidence collection  Medical protocol(s)  Patient/survivor autonomy  Peer review process  Photo documentation  Record sharing  Referrals and information			1
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Safeguards and Measures to Protect Electronic Data C8, C14  SANE Policies/ Procedure C-SANE2, C-SANE8, C- SANE11  The National Alliance for Safe Housing (NASH) Uniting Three Fires Against Violence (UTFAV)  Password protected documents, VPN, firewalls, use of mobile devices, texting with clients  NNEDV Technology Resources  This is not a comprehensive list but examples of what to consider including:  Actute 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			
Safeguards and Measures to Protect Electronic Data  CB, C14  SANE Policies/ Procedure  C-SANE2, C-SANE3, C-SANE11  This is not a comprehensive list but examples of what to consider including:  • 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			
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83 Protect Electronic Data C8, C14  SANE Policies/ Procedure C-SANE2, C-SANE8, C- SANE11  This is not a comprehensive list but examples of what to consider including:  • 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		Safeguards and Measures to	
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<ul><li>Record sharing</li><li>Referrals and information</li></ul>			Peer review process
Referrals and information			Photo documentation
Referrals and information			Record sharing
• Responding to patients/survivors with special needs and/or disabilities			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	This is not a comprehensive list but examples of what to consider including:
	D3, D11	COBRA notification
		Collect badge/business cards
		Distribute final paychecks/pay outs
		• Exit interview
		How communicated in organization/community/funders
85		Key collection
		<ul> <li>Provide forms (Approval for reference checks, updated address form, resignation letter)</li> </ul>
		Records requiring update and documentation
		1 0 1
		Return of equipment
		• Technology access termination
	C. C.IM. P. D.I.	What staff is involved  District to the first term of the fir
86	Social Media Risks D13	Privacy, others posting sensitive information on personal accounts, identify theft
80	D13	NNEDV Internet Computer Safety
	Staff Analysis	Analysis comparing the amount of paid direct service staff hours worked versus the number of
87	Stail Hialysis	direct service units provided, client wait times, number turned away/unserved
	Staffing Patterns	Where staff/volunteers will work, when/what hours they will work, and which staff/volunteers will
88	- · · · · · · · · · · · · · · · · · · ·	have what responsibilities
90	Supervisory Positions	Leadership positions within the organization whose title may include words like; director, manager,
89	-	supervisor, lead, coordinator, or other words that imply management responsibilities
90	Support Services	Health care; children's services; assistance with legal, housing, financial, transportation
70	C6, C-TSH2, C-TSH3	needs
	Systems Change Plan	Needs Assessment – Survivor identified needs, data utilized, stakeholders' input, identified
	Elements	barriers
	<i>F1</i>	Goals – Based on needs assessment what are the desired changes
		• Actions – Develop a plan to reach the desired goals, what actions are needed, who needs to be
		engaged. Examples to consider including:
		o Collaborative responses
		o Monthly meetings
91		MOU (development and review)  Protected development
		<ul><li>Protocol development</li><li>System scan</li></ul>
		o 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	Website, social platforms, social media, e-newsletter, e-blasts, mobile apps, blogs, vlogs
92	Engagement	NNEDV Internet Computer Safety
	Technology in Service	Texting, e-counseling, computerized accounting/database, tablets, cameras, electronic signatures
93	Delivery/Work	NNEDV Internet Computer Safety
	Technology Policies	Technology use in organizations is constantly evolving. New threats, risks and challenges are
	A15, B12, C14, C16, D13, D26,	presented continuously with hardware and software, and requires an organization's constant
	E5, G1, G18	monitoring. The establishment of a regular review of technology policies is necessary for the
		protection of an organization and its service recipients.
94		
		This is not a comprehensive list but examples of what to consider including:
		Authorized use and access
		<ul> <li>Authorized use and access</li> <li>Back up of systems</li> </ul>

		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
		<ul> <li>Screening, training and background check processes of individuals who have access to sensitive information</li> </ul>
		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
		Virtual meeting platform(s)
		Working off site
		NNEDV Internet Computer Safety
95	Technology Utilized by Board A15	Electronic voting, Board member portal, emailed Board packet, virtual meeting platforms
	TSH Policies /Procedures	This is not a comprehensive list but examples of what to consider including:
	C-TSH4, C-TSH5	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)
06		Flexible funding
96		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	Residents, staff, landlords, community members and partners
97	Stakeholders	
	C-TSH8	
98	Volunteer Categories  D-8	One time only, non-direct service, and/or direct service volunteers
	Volunteer Manual	This is not a comprehensive list but examples of what to consider including:
	(Comprehensive)	Attendance
	D4, D8, D11, D33	Background checks
		• Benefits
99		Confidentiality
		Critical incidents/emergencies
		Documentation
		• Dress code
		Drug/alcohol free environment
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		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
100	Written Agreements	Donated space, MOUs, business partner agreements, protocols
100	C-SANE16, C-SANE17, F2, F4	