

FY 2020/21
SERVICE
OBJECTIVES

Project Name: **FCSS, Inc. Victims of Crimes Program**

Total number of individuals to receive VOCA funded services during each fiscal year:

Fiscal Year	Total Number
FY2020	400
FY2021	450

Total number of individuals to be assisted with a victim compensation application during each fiscal year:

Fiscal Year	Total Number
FY2020	200
FY2021	200

For each category that is checked, list the total number of individuals to receive VOCA funded services in this category during each fiscal year.

Select **yes** or **no** if requested funding will/will not support the service category

Service Category	FY20 Total number of individuals to receive funded services	FY21 Total number of individuals to receive funded services
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Yes	Information & Referral	250	300
Yes	Personal Advocacy / Accompaniment	300	350
Yes	Emotional Support or Safety Services	300	350
Yes	Shelter/Housing Services	100	150
Yes	Criminal/Civil Justice System Assistance	50	50

Information & Referral: Providing victims with information, resources, materials, and/or referrals. Examples include: providing information about the criminal justice process and victims' rights; referrals to other victim service programs; and referrals to other services, supports, and resources.

Assuming the project is funded as requested, please estimate the number of requests for services that will remain unmet annually (if any) because of organizational capacity issues.	0
Anticipated number of client surveys to be distributed annually.	400
Anticipated number of client surveys to be completed and returned annually.	300
Number of full-time equivalent (FTE) positions supported with requested funds.	18

Service Objective: Information About the Criminal Justice Process

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide information about the criminal justice process to 250 victims of crimes annually. Advocates will provide support and assistance through the criminal or civil justice system. Examples include: notification of criminal justice events; assistance with obtaining protective orders; and accompaniment to court hearings, to meetings with law enforcement and prosecution, and to other criminal justice system-related events.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available on court dates within the primary service area. Advocates will make contact with victims of crimes in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

250

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, th eVictim Services Director and Executive Director

Service Objective: Information About Victim Rights, How to Obtain Notifications, etc.

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide information about the criminal justice process to 250 victims of crimes annually. Advocates will provide support and assistance through the criminal or civil justice system. Examples include: notification of criminal justice events; assistance with obtaining protective orders; and accompaniment to court hearings, to meetings with law enforcement and prosecution, and to other criminal justice system-related events.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available on court dates within the primary service area. Advocates will make contact with victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Flow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met. Advocates will answer a 24 hour hotline and provide the necessary information and referral regarding victim rights and how to obtain notifications. The Advocates will

Service Target: Number of times services will be provided annually?

250

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the eVictim Services Director and Executive Director will make changes to

Service Objective: Referral to Other Victim Service Programs

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide 200 victims of crimes annually with information, resources, and materials. Examples include: referrals to other victim service programs; and referrals to other services, supports, and resources.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will provide information and referral to victims in the service area in person and over the phone. Advocates will answer the agency 24 hour agency hotline where they will come into contact with victims and provide them with information and referral to other victim service programs and resources. Advocates will make contact with victims in court as well as giving them appropriate referrals to victim service programs. The Advocates will offer all of the available services to the victims they come in contact with. Follow up contact will be made with

Service Target: Number of times services will be provided annually?

200

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the eVictim Services Director and Executive Director will make changes to program services on an as

Service Objective: Referral to Other Services, Supports, and Resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide 300 victims annually with information and referral to other services, supports, and resources, including legal, medical, faith-based organizations, etc.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will provide information and referral to victims in the service area in person and over the phone. Advocates will answer the agency 24 hour agency hotline where they will come into contact with victims and provide them with information and referral to other services, supports, and resources that include, legal, medical, faith-based, address confidentiality. Advocates will make contact with victims in court as well, giving them appropriate referrals to the needed resource. The Advocates will offer all of the available services to the victims

Service Target: Number of times services will be provided annually?

300

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crime Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Victim Advocacy/Accompaniment to Emergency Medical Care

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide victim advocacy/accompaniment to emergency medical care to 30 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available to provide this service to victims of crime within the primary service area. Advocates will make contact with victims through the agency 24 hour hotline, shelter, court, and provide this service when requested. Advocates will also be available to allied professionals seeking this referral of assistance on behalf of victims. The Advocates will offer all of the available services to the victims they come in contact with. Follow up contact will be made with each victim served to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

30

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Victim Advocacy/Accompaniment to Medical Forensic Exam

Will this service be provided? (select yes/no)

Yes

<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p>	<p>FCSS, Inc. will provide victim advocacy/accompaniment medical forensic exams to 10 victims of sexual assault and domestic violence annually.</p>
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p>	<p>Advocates will make contact with victims within the primary service area. Advocates will also be available to provide this service when requested. Advocates will offer all of the available services to the agency 24 hour hotline, shelter, court, and provide this service on behalf of victims of crime. The Advocates will ensure that all of the victim's needs are met.</p>
<p>Service Target: <u>Number of times</u> services will be provided annually?</p>	<p>10</p>
<p>Performance: How will the impact be evaluated?</p>	<p>It is expected that out of the 100 Victims of Crimes Program. Survey results will be evaluated by staff and the Action Alliance for review. Of the evaluations, the program is targeting a 80% improvement. Of the evaluations, the Victim Services Director and Executive Director will make changes to</p>

Service Objective: Law Enforcement Interview Advocacy/Accompaniment

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide law enforcement interview advocacy/accompaniment to 50 victims within the primary service area annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available on court dates within the primary service area. Advocates will make contact with victims in court and provide the necessary information and referral. Advocates will make contact with victims through the agency 24 hour hotline, shelter, court, and provide this service when requested. Advocates will also be available to allied professionals seeking this referral of assistance on behalf of victims of crime. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim

Service Target: Number of times services will be provided annually?

50

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Individual Advocacy (assistance in applying for public benefits, return of personal property or effects, etc.)

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide individual advocacy to 300 victims of crimes in the service area annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will provide victims with individual advocacy services such as applying for public benefits, return of personal property or effects. Advocates will be readily available to offer these services to victims of sexual assault and domestic violence they come in contact with through court, shelter, and community.

Service Target: Number of times services will be provided annually?

300

Performance: How will the impact be evaluated?

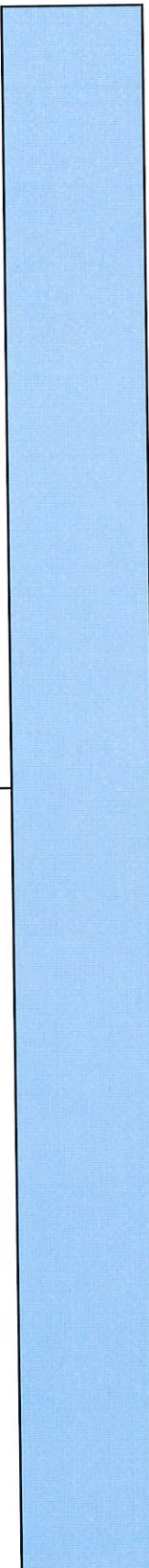
DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Performance of Medical Forensic Exam or Interview, or Medical Evidence Collection

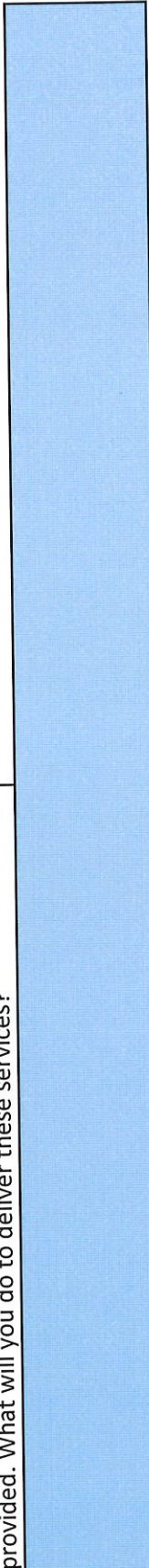
Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.



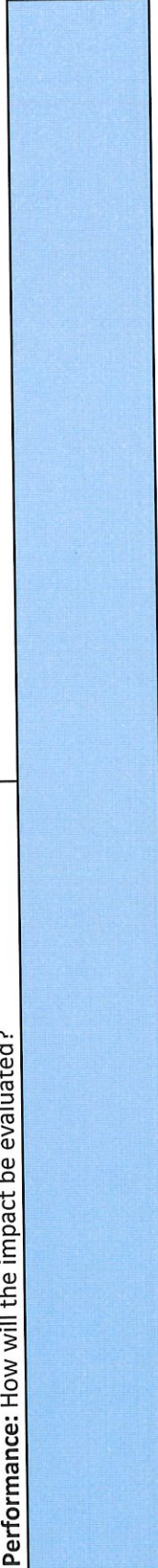
Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?



Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?



Service Objective: Immigration Assistance (e.g., special visas, continued presence application, and other immigration relief)

Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

[Redacted]

Service Objective: Intervention with Employer, Creditor, Landlord, or Academic Institution

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide intervention with employer, creditor, landlord, or academic institution to 100 victims of sexual assault and domestic violence annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available to offer these services to victims of sexual assault and domestic violence they come in contact with through court, shelter, and community. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

100

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director

Service Objective: Child or Dependent Care Assistance (provided by agency)

Will this service be provided? (select yes/no)

yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

The Children's Service Assistant will provide direct service care to children: homework assistance, childcare, library, field trips

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

The Children's Service Assistant will use 20 hours a week for children in shelter to provide scheduled services coordinating with the parents.

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

Service Objective: Transportation Assistance (provided by agency)

Will this service be provided? (select yes/no)

Yes

<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p>	<p>FCSS, Inc. will provide 150 victims of sexual assault and domestic violence with transportation assistance annually.</p>
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p>	<p>Advocates will provide transportation as well as coordination of services for transportation to victims of crimes in the service area. Advocates will offer transportation daily to shelter residents as well as to victims in the community as needed or requested by victims. Advocates will work with allied professionals and agencies to coordinate transportation as needed or requested by victims as well. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.</p>
<p>Service Target: <u>Number of times</u> services will be provided annually?</p>	<p>150</p>
<p>Performance: How will the impact be evaluated?</p>	<p>DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director</p>

Service Objective: Interpreter Services

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. expects to provide coordination of hearing impaired services to 5 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available in court, shelter and community settings throughout the serving area. Advocates will make contact with sexual assault and domestic violence victims in court, shelter and community settings and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

5

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director

Service Objective: Other (Program Defined)

Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

[Redacted]

Service Objective: Crisis Intervention (in-person, includes safety planning, etc.)

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide crisis intervention and safety planning to 300 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be available in court, shelter, and community to provide in-person crisis intervention services. Advocates will attend court regularly to be readily available to victims of crimes to provide crisis intervention and safety planning. Advocates will be available at the shelter to provide this service as needed or requested by the victim. Advocates will be available to meet with community members requesting these services as well. Follow up contact will be made with each victim served to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

300

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Hotline/Crisis Line Counseling

Will this service be provided? (select yes/no)

Yes

<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p>	<p>FCSS, Inc. will provide 400 victims of crimes with hotline and crisis line counseling services annually.</p>
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p> <p>Advocates will be available 24-7, seven days a week, to victims of crimes needing crisis supportive counseling, crisis intervention, safety planning, information and referral, as well as any other victim service related needs they might have. Grant funded and trained staff will answer the 24 hour hotline and will be easily accessible to victims. Follow up contact will be made with each victim served to ensure that all of the victim's needs are met.</p>	<p>Service Target: <u>Number of times</u> services will be provided annually?</p> <p>400</p>
<p>Performance: How will the impact be evaluated?</p> <p>DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to</p>	

Service Objective: On-scene Crisis Response (e.g., community crisis response)

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide 10 victims of crimes with on-scene crisis response annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available to respond to on-scene crisis to victims of crimes. Advocates will work closely with law enforcement, victim witness, DSS, etc. to coordinate these services in the primary service area. Advocates will make sure these services are coordinated by participating in task force meetings, SART meetings, MDT meetings, as well as FAPT meeting in the primary service area. Advocates will develop and maintain Lethality Assessment Programs in each of the primary counties served to ensure coordinated community crisis

Service Target: Number of times services will be provided annually?

10

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Individual Counseling

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide individual counseling to 300 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be available in court, shelter, and community to provide individual counseling. Advocates will attend court regularly to be readily available to victims of crimes to provide and offer individual counseling. Advocates will be available at the shelter to provide this service as needed or requested by the victim. Advocates will be available to meet with community members requesting these services as well. Follow up contact will be made with each victim served to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

300

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Support Groups (facilitated or peer)

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide support groups to 50 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will offer support groups to victims of crimes in both the shelter and community settings. Support groups will be offered once a month to 3-4 victims (for a total of 50 survivors annually).

Service Target: **Number of times** services will be provided annually?

12

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)

Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: **Number of times** services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

[Redacted]

Service Objective: Emergency Financial Assistance (includes emergency payment for items such as food and/or clothing, changing windows and/or locks, taxis, etc.)

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide emergency financial assistance to 200 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will provide emergency financial assistance through the 3 agency thrift stores located throughout the primary service area. Advocates will provide food boxes to victims of crimes through the 2 agency food pantries also located in the primary service areas of Wise/City of Norton as well as Lee County. Advocates will also be available to provide financial assistance referrals through the FCSS, Inc. rapid rehousing program funded by DHCD.

Service Target: Number of times services will be provided annually?

200

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Other (Program Defined)

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

[Redacted]

Service Objective: Emergency Shelter or Safe House

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

CSS, Inc. will provide emergency shelter to 100 survivors of victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Survivors will be provided with a safe and stable environment, where they can make decisions about their safety and future. The emergency shelter will be available and offered 24 hours a day to victims.

Service Target: Number of times services will be provided annually?

100

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Transitional Housing

Will this service be provided? (select yes/no)

yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

support residents and their progress throughout the program and what steps are needed for successful completion of the program. Aid residents in locating and accessing the necessary resources to ensure that residents are on a path to success and independence when leaving the program/facility. This includes; permanent housing, plan of protection, network of support, employment, benefits, resources, etc.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

The Housing Coordinator's office will be in the Transitional Home. They will work most closely with the residents and will have the opportunity to evaluate their preparedness prior to leaving the safety and security of the housing program. Although the program is voluntary and only transitional, FCSS is dedicated to making sure that victims of violence are not only physically ready but psychologically ready to be out on their own.

Service Target: Number of times services will be provided annually?

25

Performance: How will the impact be evaluated?

The impact will be evaluated by the house coordinator conducting exit interview to gauge the effectiveness of Transitional Housing. The coordinator will do follow up with victims who move from the transitional house for a year to evaluate the importance of this program expansion and success and or lack of, victims living independent healthy lives free from victimization.

Service Objective: Relocation Assistance

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide relocation assistance to 100 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will provide victims with information and referrals to safe and affordable housing as well as to other shelters when necessary. Advocates will be available to provide financial assistance referrals through the FCSS, Inc. rapid rehousing program funded by DHCD. This program can help victims with deposits and rent.

Service Target: Number of times services will be provided annually?

100

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Other (Program Defined)

Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

[Redacted]

Service Objective: Notification of Criminal Justice Events (e.g. case status, arrest, court proceedings, case disposition, release, etc.)

Will this service be provided? (select yes/no)	Yes
<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p> <p>FCSS, Inc. will provide 50 victims of sexual assault and domestic violence with notification of criminal justice events annually.</p>	
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p> <p>Advocates will be readily available on court dates within the primary service area. Advocates will make contact with sexual assault and domestic violence victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.</p>	
<p>Service Target: <u>Number of times</u> services will be provided annually?</p>	50
<p>Performance: How will the impact be evaluated?</p> <p>DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director</p>	

Service Objective: Victim Impact Statement Assistance

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will assist 10 victims of domestic violence and sexual assault with victim impact statements.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will make contact with sexual assault and domestic violence victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

10

Performance: How will the impact be evaluated?

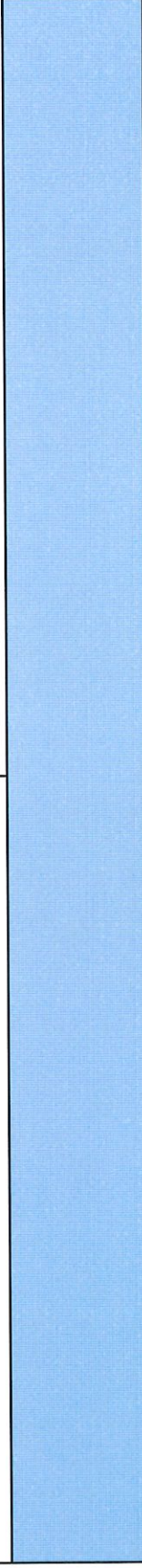
DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director

Service Objective: Assistance with Restitution

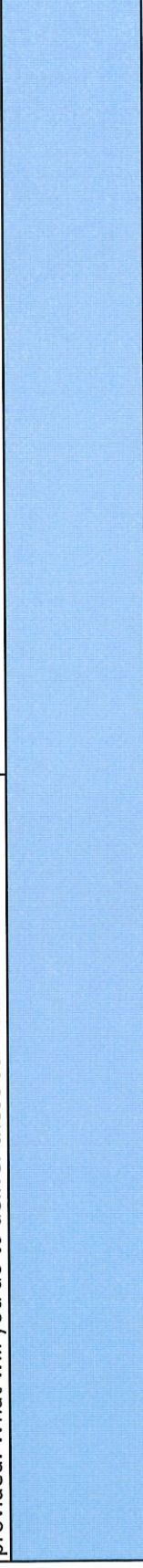
Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.



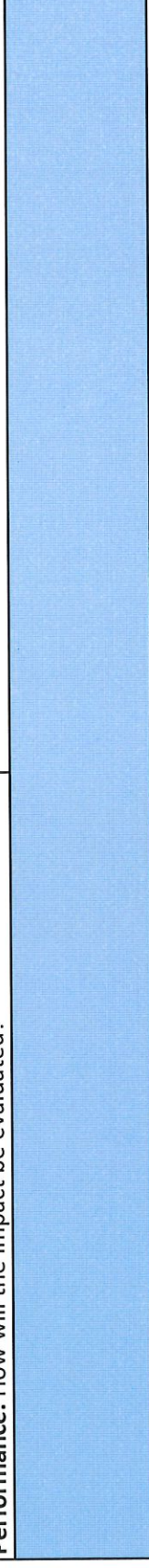
Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?



Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?



Service Objective: Civil Legal Assistance in Obtaining Protective Order

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCS, Inc. will provide 100 victims of sexual assault and domestic violence with civil legal assistance in obtaining protective orders annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available on court dates within the primary service area. Advocates will make contact with sexual assault and domestic violence victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

100

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director

Service Objective: Civil Legal Assistance with Family Law Issues (e.g. custody, visitation, or support)

Will this service be provided? (select yes/no) **Yes**

<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p>	<p>FCSS, Inc. will assist 50 victims of sexual assault and domestic violence with civil legal assistance with family law issues annually.</p>
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p>	<p>Advocates will be readily available on court dates within the primary service area. Advocates will make contact with sexual assault and domestic violence victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.</p>
<p>Service Target: <u>Number of times</u> services will be provided annually?</p>	<p>Target # here</p>
<p>Performance: How will the impact be evaluated?</p>	<p>DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director</p>

Service Objective: Other Emergency Justice Related Assistance

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide 25 victims of sexual assault and domestic violence with other emergency justice related assistance annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available on court dates within the primary service area. Advocates will make contact with sexual assault and domestic violence victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.

Service Target: **Number of times** services will be provided annually?

25

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director

Service Objective: Immigration Assistance (e.g. special visas, continued presence application, and other immigration relief)

Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

[Redacted]

Service Objective: Prosecution Interview Advocacy/Accompaniment

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

CSS, Inc. will provide prosecution interview advocacy and accompaniment to 50 victims of sexual assault and domestic violence annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available on court dates within the primary service area. Advocates will make contact with sexual assault and domestic violence victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

50

Performance: How will the impact be evaluated?

DOW surveys will be provided to every victim served through the FCSS, Inc. Sexual Assault and Domestic Violence Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director

Service Objective: Law Enforcement Interview Advocacy/Accompaniment

Will this service be provided? (select yes/no) **Yes**

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.	FCSS, Inc. will provide law enforcement interview advocacy and accompaniment to 50 victims of crimes annually.
Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?	Advocates will be readily available on court dates within the primary service area. Advocates will make contact with victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.
Service Target: <u>Number of times</u> services will be provided annually?	50
Performance: How will the impact be evaluated?	DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Criminal Advocacy/Accompaniment

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide criminal advocacy and accompaniment to 100 victims of crimes annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will be readily available on court dates within the primary service area. Advocates will make contact with victims in court and provide the necessary information and referral. The Advocates will offer all of the available services to the victim. Follow up contact will be made with each victim served throughout the judicial system to ensure that all of the victim's needs are met.

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

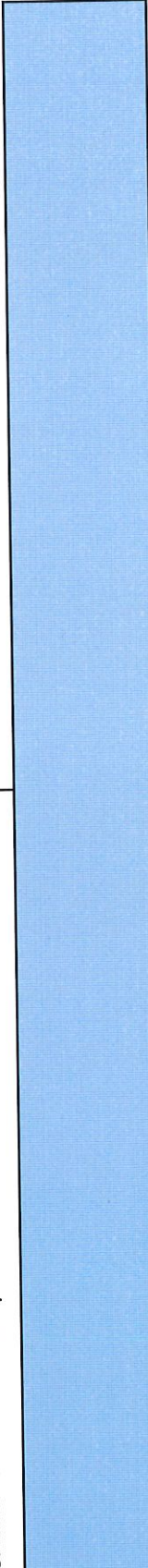
DOW surveys will be provided to every victim served through the FCSS, Inc. Victims of Crimes Program. It is expected that out of the 100 evaluations provided, the approximately 75 will be turned in to the Action Alliance for review. Survey results will be evaluated by staff and the Executive Director to determine the outcome of services and needs for improvement. Of the evaluations, the program is targeting a 80% satisfaction rate. To increase the quality of services provided, the Victim Services Director and Executive Director will make changes to

Service Objective: Other Legal Advice and/or Counsel

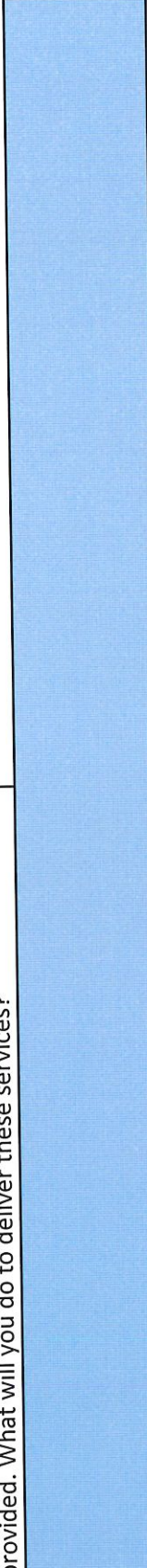
Will this service be provided? (select yes/no)

No

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.



Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?



Service Target: **Number of times** services will be provided annually?

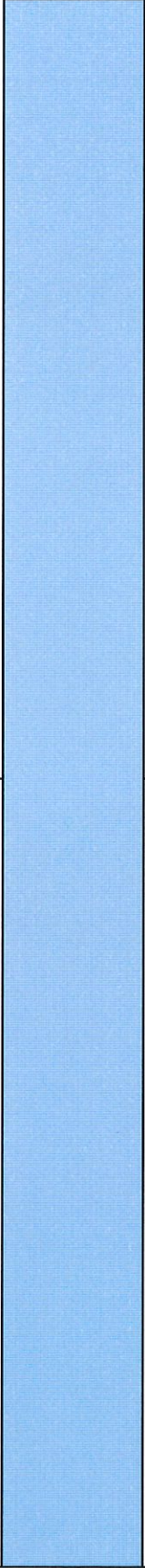

Target # here

Performance: How will the impact be evaluated?



Service Objective: Other (Program Defined)

Will this service be provided? (select yes/no)

<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p>	
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p>	
<p>Service Target: <u>Number of times</u> services will be provided annually?</p>	<p>Target # here</p>
<p>Performance: How will the impact be evaluated?</p>	

Other Service Objective:

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

provide 30 one hour presentations to 425 students in the Dickenson County, Lee County, Wise County, and the City of Norton schools systems and offer/refer services as needed.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Staff will contact school administration/teachers to discuss what type of program is desired by the school system to raise public awareness and schedule tentative dates for presentations. Staff will develop outlines for school officials to review before the presentation date and collaborate with school officials to finalize the program. The programs will be held annually on scheduled dates and as requested by the school system. Staff will meet with school officials by September to discuss presentation content and gain input on specific areas which need

Service Target: Number of times services will be provided annually?

30 presentations, 425 students

Performance: How will the impact be evaluated?

30 presentations will be conducted for students. The attendees will be given evaluations to gauge increased awareness of topics covered. It is projected that 5% of participants will disclose experiences of sexual assault or domestic violence. Staff will provide services and referrals as requested by victims.

Service Objective:

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will provide 15 one hour presentations for 300 community members to increase awareness and offer program services annually.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Staff will organize meetings with community organization leaders within the primary service area to discuss and acquire input on the content of presentation. Programs will be developed to cater to the specified needs of each organization in regards to sexual assault and domestic violence. Each presentation will be evaluated for effectiveness. Meetings will be scheduled within the first quarter of the fiscal year and presentations will be developed by the second quarter. Delivery of presentations will take place during the months of September through

Service Target: Number of times services will be provided annually?

15

Performance: How will the impact be evaluated?

15 presentations will be conducted to the community. Viewers of the presentations will be provided with evaluations to report the effectiveness of the presentation. It is anticipated that 90% of participants will report knowing more ways to get help, and that 10% of participants will disclose the experience of sexual assault or domestic violence. Services and referrals will be provided to these individuals.

Service Objective:

Will this service be provided? (select yes/no)

Yes

<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p>	
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p>	<p>FCSS, Inc. will partner with at least 15 allied professionals within the service area to plan and coordinate victim services.</p>
<p>Service Target: <u>Number of times</u> services will be provided annually?</p>	<p>50</p>
<p>Performance: How will the impact be evaluated?</p>	<p>Performance will be evaluated by surveys given to allied professionals. The survey will measure the increased knowledge of sexual assault and/or domestic violence services that the advocate has provided. It is projected that 20-25 allied professionals will report an increase of awareness of our program.</p>

Service Objective:

Will this service be provided? (select yes/no)

Yes

<p>Program Specific Definition: Briefly describe specific measurable services funded staff will provide.</p>	
<p>FCSS, Inc. will advertise the volunteer program to 50 students annually.</p>	
<p>Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?</p>	
<p>Grant funded staff will advertise the volunteer program with local community organizations and local colleges such as Mountain Empire Community College, Lindsey Wilson College, and the University of Virginia's College at Wise. Staff will begin notification and advertisement of the volunteer program in August and continue to advertise through May of the fiscal year.</p>	
<p>Service Target: <u>Number of times</u> services will be provided annually?</p>	50
<p>Performance: How will the impact be evaluated? Performance will be measured by analyzing the number of presentations provided by staff within the local community organizations and colleges. Attendees of these presentations will be given an evaluation to determine their increase knowledge of the agency. Students will be given volunteer applications, and it is anticipated that at total of 15% of students will express an interest in the volunteer program.</p>	

Service Objective:

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will utilize 5 volunteers annually to assist Victims of Crimes program staff with duties.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Staff will advertise the volunteer program with local community organizations and local colleges such as Mountain Empire Community College, Lindsey Wilson College, and the University of Virginia's College at Wise. The advocates will distribute and collect volunteer applications. Eligible applicants will be notified and trained to work alongside the sexual assault and domestic violence advocates. The Program Development Administrator will serve as volunteer trainer and provide the volunteers with training hours and courses. Recruitment

Service Target: Number of times services will be provided annually?

5

Performance: How will the impact be evaluated?

Volunteers will be evaluated in the same fashion as FCSS, Inc. employees. The Program Development Administrator will use the employee/intern evaluation to assess the volunteer/intern's performance and will submit evaluations as required by course instructors from local colleges. Copies of the evaluations will be kept on file. Suggestions will be made to help the volunteer to improve performance. High performance will increase the number of volunteers interested in the program.

Service Objective:

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

FCSS, Inc. will plan and facilitate local Task Force and Sexual Assault Response Team meetings at least 10 times per year (10 Task Force Meetings and 10 SART meetings) with allied professionals in the primary service area.

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

Advocates will continue the progress of the established Task Force and SART team by scheduling regular meetings, sending out timely reminders, and encouraging members to attend. These meetings will be held in all localities in our service area. The team will review and update protocols for responding to incidents of sexual and domestic violence. Teh Task Force and SART team will consist of members who represent the following: agency staff/advocates, Behavioral Health Services, Sheriff's Department, Department of Social Services, Police

10

Performance: How will the impact be evaluated?

Victims will respond to the DOW survey. Evaluations will be reviewed to determine if/where protocols established by the Task Force and SART teams need adjustment.

Service Objective:

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

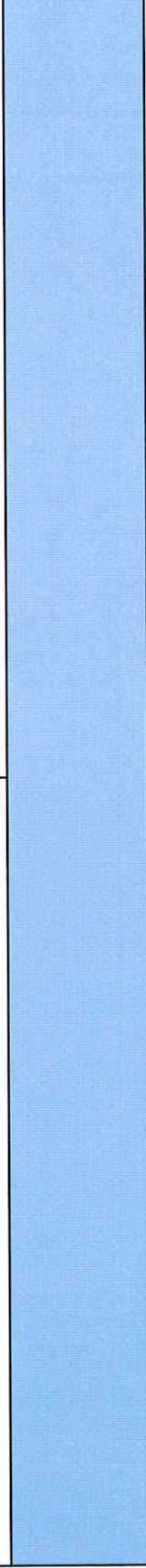
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Service Objective:

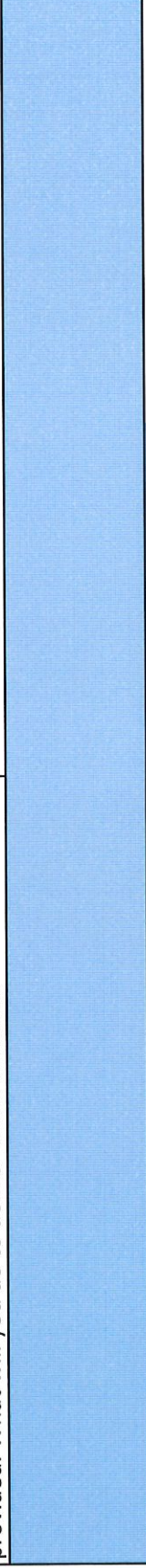
Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.



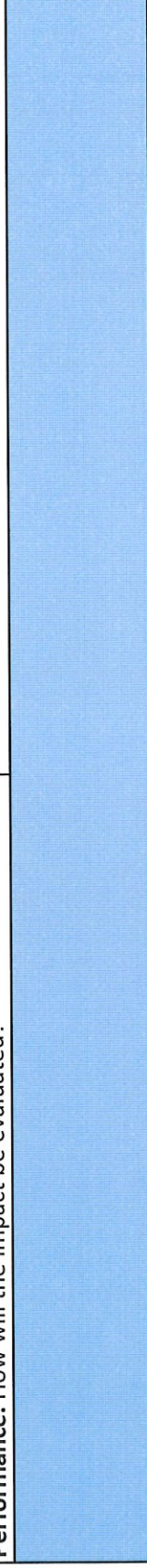
Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?



Service Target: Number of times services will be provided annually?

Target # here

Performance: How will the impact be evaluated?

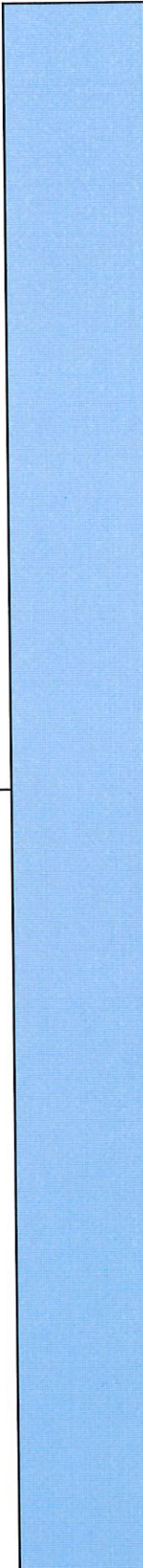


Service Objective:

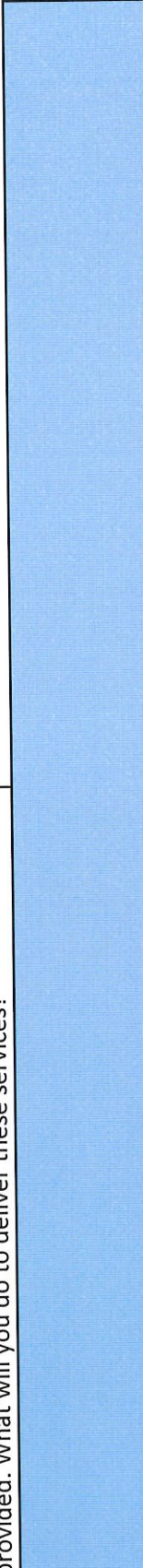
Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

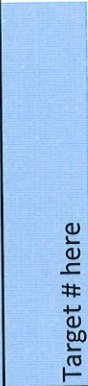


Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

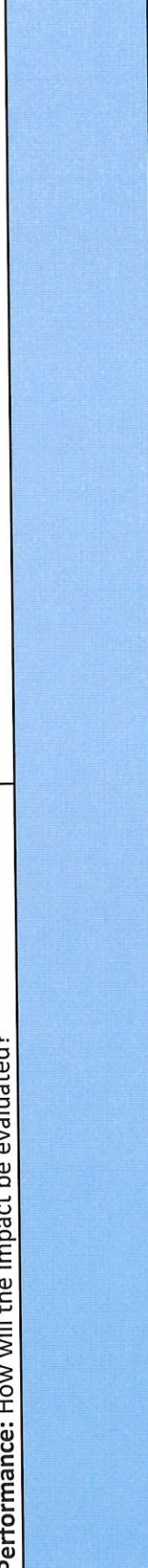


Service Target: Number of times services will be provided annually?

Target # here



Performance: How will the impact be evaluated?



Service Objective:

Will this service be provided? (select yes/no)

Yes

Program Specific Definition: Briefly describe specific measurable services funded staff will provide.

[Redacted]

Implementation Plan: Briefly describe how these services will be provided. What will you do to deliver these services?

[Redacted]

Service Target: Number of times services will be provided annually?

Target # here

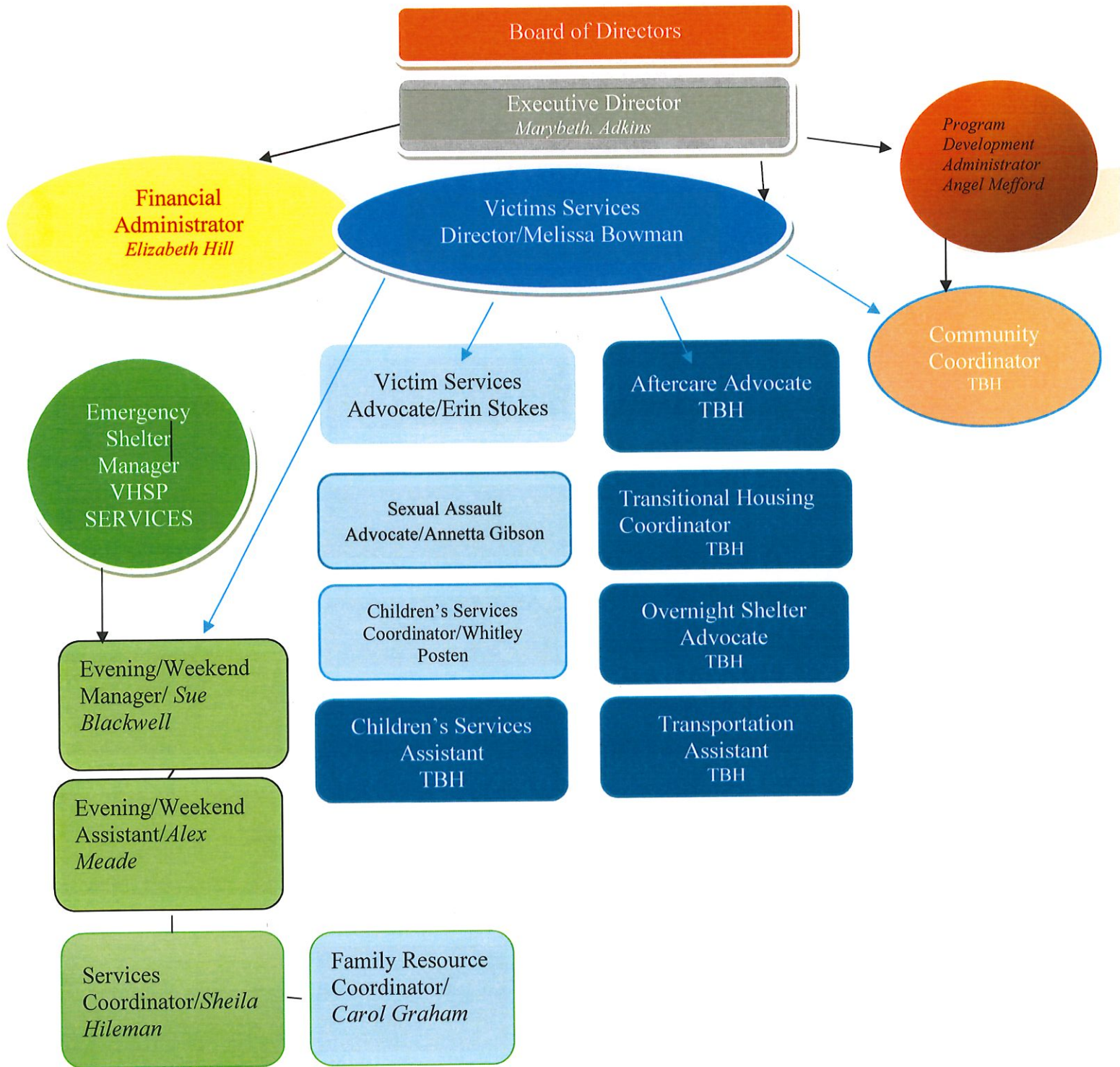
Performance: How will the impact be evaluated?

[Redacted]

Yes
No

**ORGANIZATIONAL
CHART AND JOB
DESCRIPTIONS**

Organizational Chart



Executive Director Job Description

Supervisor: Board of Directors

Time Required: 40 hours per week

Percentage to VVSGP: 43%

Requirements: A master's degree in a human service field is preferred, with a minimum of a bachelor's degree and 3-5 years' experience in victim service related programs.

The Executive Director is responsible for carrying out all policies established by the Board of Directors and reporting on the same at all meetings of the Board of Directors. The Executive Director is responsible for all aspects of administration of the Family Crisis Support Services, Inc. which include, but are not limited to the following:

- ❖ Financial Management
 - Developing budget
 - Maintaining financial records
- ❖ Provide supervision to all housing, domestic violence and sexual assault staff and volunteers
 - Designating supervisory authority
- ❖ Maintaining physical structure of shelter and equipment
- ❖ Personnel Administration
 - Hiring, firing, supervision, and evaluation of staff
 - Assure that all staff receives adequate training
- ❖ Maintain supportive relationships with agencies, schools, police departments, etc.
- ❖ Create and maintain a positive image in the communities served
- ❖ Educate the community about services provided
- ❖ Providing homeless, sexual and domestic violence prevention services within the community
- ❖ Maintain records, inventory
- ❖ Prepare annual agency budget
- ❖ Create in house communication and training opportunities through structured staff meetings and retreats

In addition to these Administrative tasks, the Executive Director will also provide the following services:

- Answering the Sexual Assault and Domestic Violence Hotlines.
- Providing Crisis and Supportive Counseling to clients
- Information and referral to community resources
- Providing/Overseeing emergency financial assistance to victims
- Overseeing all relocation services to victims
- Ensuring that all victims within shelter are receiving the services they desire



Financial Administrator Job Description

Time Required – 40 hours per week
Shift: M-F (9:00-5:00 p.m.)

Percentage to VVSGP: 36%

Qualifications – Bachelor degree or related work experience in Accounting. Excellent computer skills.

Supervisor: Executive Director

The Program Assistant will be responsible for financial duties to include but not limited to:

- ❖ Performing all bookkeeping and accounting procedures for the agency
- ❖ Completing quarterly sales tax reports for thrift stores
- ❖ Counting, depositing, and maintaining records of all monetary deposits for Treasure Chest
- ❖ Complete monthly state payroll reports
- ❖ Complete monthly federal payroll reports
- ❖ Prepare all state and federal quarterly payroll reports
- ❖ Complete invoicing for all grants obtained by the agency
- ❖ Maintain filing system for all grants, expenses, and balances
- ❖ Maintain petty cash logs for all locations
- ❖ Track all sick, vacation and compensatory time for all employee
- ❖ Provide a monthly financial report for Board
- ❖ Serve as financial officer for all grants
- ❖ Complete monthly report for US Department of Labor
- ❖ Complete quarterly report for Virginia Employment Commission
- ❖ Prepare bi-weekly payroll for all employees
- ❖ Order all office supplies and promotional products
- ❖ Prepare all agency bills
- ❖ Inventory/order office supplies
- ❖ Work closely with CPA to provide information for the Annual Audit
- ❖ Maintain and reconcile bank statements

The Program Assistant will be responsible for program duties to include but not limited to:

- ❖ Answer Sexual Assault and Domestic Violence Hotlines
- ❖ Assist Residents and Outreach Clients in scheduling appointments, making phone calls, etc.

- ❖ Provide information and referral to individuals who have experienced sexual and/or domestic violence.
- ❖ Provide crisis intervention and safety planning
- ❖ Provide emergency transportation
- ❖ Provide case management to survivors of sexual assault and/or domestic violence
- ❖ Provide information and referral to survivors of sexual assault and/or domestic violence
- ❖ Provide direct services to individuals and families who are victims of crimes.
- ❖ Assist Executive Director as needed

Program Development Administrator Job Description

Time Required – 40 hours per week

Shift: (9a.m. to 5 p.m.) M-F, evenings and weekends necessary to complete community activities

Percentage to VVSGP: 51%

Qualifications – Bachelor degree or related work experience in a human services field. Experience working with victims of crimes. Excellent oral and written communication skills preferred. Supervisory experience, management & administrative skills.

Supervisor: Victims Services Director

- ❖ Supervise, coordinate, create, and assess all shelter operations: shelter rules, policies, record keeping
- ❖ Grant Writing
- ❖ Maintain and create agency policies and procedures
- ❖ Ensuring agency is in compliance with Accreditation standards
- ❖ Maintain records for vouchers
- ❖ Maintain records of donors and donations
- ❖ Thank you letters
- ❖ Maintain current cooperative agreements with appropriate agencies necessary for funding
- ❖ Enter VADATA for clients served
- ❖ Provide court outreach to individuals and families who chose to access the criminal justice system
- ❖ Provide criminal justice information and support
- ❖ Provide crisis intervention and safety planning
- ❖ Provide case management to victims of crime
- ❖ Provide information and referral to victims of crimes.
- ❖ Provide direct services to survivors of domestic violence and their families including emergency transportation and educating survivors about domestic violence and sexual assault
- ❖ Hospital/medical accompaniment to survivors of domestic violence
- ❖ Develop a Prevention/Education Plan for each year targeting a variety of audiences and applying a variety of methods
- ❖ Maintain a current Resource Book
- ❖ Maintain a current wish list
- ❖ Develop a training curriculum for volunteers
- ❖ Train and supervise all volunteers
- ❖ Complete a monthly newsletter for local paper and agency web-site
- ❖ Develop and maintain a current list of service providers/contacts, addresses, email, and phone numbers

- ❖ Fundraising
- ❖ Create flyers, PSA's, brochures, etc. to increase public awareness of services offered by our agency and distribute throughout our service area.
- ❖ Develop and complete an ongoing community survey to determine areas of the community that need more public awareness presentations.
- ❖ Develop awareness and prevention programs about dating violence, date rape, domestic violence, etc. to be presented in local schools; present these programs in the schools
- ❖ Educate all of our service area on Family Crisis Support Services, Inc. Increase awareness of the programs available and the services this agency provides.
- ❖ Make the agency distinguished and recognized throughout the community.
- ❖ Any other duties as assigned by the Executive Director

Victim Services Advocate Job Description

Time Required – 40 hours per week

Percentage to VVSGP: 100%

Qualifications – Bachelor degree or related work experience in a human services field. Experience working with victims of crimes. Excellent oral and written communication skills preferred. Non-judgmental attitude. Candidate must be reliable and have the ability to work with little or no supervision. Have the ability to work a flexible schedule as needed.

Supervisor: Victim Services Director

The Victims of Crimes Advocate will be responsible for but not limited to:

- Court/legal advocacy to victims of crimes.
- Provide crisis counseling and case management services to all victims of crimes. (domestic violence and/or sexual violence)
- Provide personal advocacy and accompaniment services for victims of crimes. (including accompaniment to medical appointments, forensic exams, law enforcement interview, etc.)
- Provide criminal and civil justice system assistance to victims of crimes.
- Facilitate support groups for victims of violence.
- Compile and maintain statistical reports on all victims
- Answer sexual assault and domestic violence hotlines and provide crisis intervention, counseling, advocacy, information and referral
- Conduct workshops, seminars, and training for collaborative agencies and special populations
- Conduct bi-monthly Task Force and SART team meetings
- Providing information for quarterly reports to Executive Director
- Build and maintain effective relationships with collaborative agencies
- Utilize resources to decrease barriers for providing services
- Develop cooperative agreements with participating agencies
- Provide direct services to victims
- Create evaluation forms to be completed after assessment
- Provide requested information to Executive Director in order to complete grants necessary to continue funding
- Provide a detailed monthly schedule to Executive Director
- Complete VADATA forms when necessary and enter information by 15th of month following end of quarter
- Attend all staff meetings
- Other duties as assigned by Executive Director

Evening Manager Job Description

Time Required: 40 hours per week

Percentage to VVSGP: 86%

Shift: evening shift

Qualifications – Related work experience in a human services field. Experience working with domestic violence and experience with homeless individuals preferred. Excellent oral and written communication skills. The ability to work closely with collaborative agencies and co-workers. Must be willing to work nights and weekends.

Supervisor: Victim Services Director

Responsibilities include but not limited to:

- ❖ Answering sexual assault and domestic violence hotlines and maintaining documentation of all calls received
- ❖ Document and maintain shelter data: calls, screenings, services provided, resident files, etc
- ❖ Complete screening and intake process of individuals/families in need of shelter
- ❖ Provide crisis intervention and safety planning sexual assault and/or domestic violence
- ❖ Provide information and referral to survivors of sexual assault and/or domestic violence
- ❖ Provide information and referral to victims of crimes.
- ❖ Providing direct services to individuals and families who have experienced sexual assault and/or domestic violence
- ❖ Providing direct services to individuals and families who are victims of crimes
- ❖ Educating survivors about the dynamics of sexual assault and/or domestic violence
- ❖ Communicate issues occurring during shift with supervisor
- ❖ Maintain shelter as needed
- ❖ Light janitorial duties
- ❖ Replenish supplies for main office as needed
- ❖ Maintain security of shelter
- ❖ Preparing empty rooms for occupancy
- ❖ Completes all VADATA/Intake forms as necessary
- ❖ Ensure resident's needs are being met
- ❖ Attending all staff meetings
- ❖ Any other duties as may be assigned by supervisor or executive director

Evening and Weekend Assistant Job Description

Time Required: 40 hours per week

Percentage to VVSGP: 69%

Shift: Tuesday-Saturday

Qualifications – Related work experience in a human services field. Experience working with individuals who have experienced domestic violence is preferred. Excellent oral and written communication skills. The ability to work closely with collaborative agencies and co-workers. Must be willing to work nights and weekends.

Supervisor: Victim Services Director

Responsibilities include but not limited to:

- ❖ Answering the sexual assault and domestic violence hotlines and maintaining documentation of all calls received
- ❖ Document and maintain shelter data: calls, screenings, services provided, resident files, etc.
- ❖ Complete screening and intake process of individuals/families in need of shelter
- ❖ Provide transportation to residents
- ❖ Provide crisis intervention and safety planning
- ❖ Provide information and referral services to victims of domestic violence
- ❖ Provide information and referral services to victims of crimes.
- ❖ Provide case management to survivors of domestic violence
- ❖ Provide information and referral to survivors of domestic violence
- ❖ Provide direct services to individuals and families who have experienced domestic violence
- ❖ Providing direct services to individuals and families who are victims of crimes.
- ❖ Educating survivors about the dynamics of domestic violence
- ❖ Communicate issues occurring during shift with supervisor
- ❖ Maintain shelter as needed
- ❖ Light janitorial duties
- ❖ Replenish supplies for main office as needed
- ❖ Maintain security of shelter
- ❖ Preparing empty rooms for occupancy
- ❖ Complete all VADATA/Intake forms as necessary
- ❖ Ensure resident's needs are being met
- ❖ Coordinate and Assist with support groups
- ❖ Attending all staff meetings
- ❖ Any other duties as may be assigned by supervisor or executive director

Children's Services Coordinator Job Description

Supervisor: Victim's Services Director

Time Required: 28 hours per week

Percentage to VVSGP: 100%

Qualifications – Related work experience in a human services field, bachelor's degree in a human services field is preferred. Experience working with children who have experienced trauma is required. Excellent oral and written communication skills. The ability to work closely with collaborative agencies and co-workers. Must be willing to work nights and weekends.

Responsibilities include, but are not limited to:

- Complete children's intake/needs assessment form.
- Ensure that school-aged children are enrolled in school while staying in the shelter.
- Ensure that professional child services resources are available to children/children's parents while they are in shelter.
- Information and referral to requested resources.
- Transportation of children, with their parent/s.
- Develop a "plan of action" in conjunction with parents which will address the child's needs, goals, and progress.
- Assist parents in obtaining needed documentation for children (i.e. birth certificates, social security cards, immunization records, school records, etc).
- Provide crisis intervention and supportive counseling to parents and children within the shelter.
- Maintain a children's resource manual to include available community resources as related to children's needs.
- Coordinate activities for children and their parents.
- Provide information and referral for children who are staying in shelter in conjunction with their parent.

Parents will be consulted and their input incorporated into all component activities to be undertaken prior to services being provided to their children. Services will emphasize parental choice and participation in the coordination of services from a trauma informed perspective.

Sexual Assault Advocate Job Description

Time Required – 40 hours per week

Percentage to VVSGP: 63%

Qualifications – Bachelor degree or related work experience in a human services field.. Experience working with victims of sexual assault a must. Excellent oral and written communication skills preferred. Non-judgmental attitude. Candidate must be reliable and have the ability to work with little or no supervision. Have the ability to work a flexible schedule as needed.

Supervisor: Victim Services Director

The Sexual Assault Advocate will be responsible for but not limited to:

- Court/legal advocacy to victims of Sexual Assault
- Criminal and civil justice system assistance to victims of sexual assault to assist victims in navigating the judicial system
- Provide crisis counseling and case management services to victims of sexual assault or child sexual abuse
- Provide personal advocacy and accompaniment for victims of sexual assault, including hospital accompaniment, law enforcement interview accompaniment,
- Provide information and referral to victims of sexual assault
- Compile and maintain statistical reports on all victims
- Answer hotline and provide crisis intervention, counseling, advocacy, information, referral, and telephone reassurance
- Conduct workshops, seminars, and training for collaborative agencies and special populations
- Educate the community on services provided by the Sexual Assault Program
- Coordinate bi-monthly meetings of the Task Force and SART teams
- Providing information for quarterly reports to Executive Director
- Build and maintain effective relationships with collaborative agencies
- Utilize resources to decrease barriers for providing services
- Develop cooperative agreements with participating agencies
- Provide direct services to victims
- Create evaluation forms to be completed after assessment
- Complete VADATA forms when necessary and enter information by 15th of month following end of quarter
- Assist/Facilitate support group activities as requested by group leaders
- Create a concise daily data form to assist in preparing quarterly reports
- Make referrals for Sexual Assault services to proper agencies
- Attend all staff meetings
- Other duties as assigned by Executive Director



Services Coordinator Job Description

Time Required: 10 hours per week

Shift: as designated by supervisor

Percentage to VVSGP: 25%

Qualifications – Bachelor degree or related work experience. Excellent computer skills.

Supervisor: Victim Services Director

The Services Coordinator will be responsible for but not limited to:

- ❖ Providing services to residents as well as maintaining forms, records, documentation
- ❖ Recognize various needs of residents for Hope House
- ❖ Provide Case Management as necessary determined by Individual Client Service Plan
- ❖ Provide transportation
- ❖ Provide crisis intervention and safety planning
- ❖ Provide case management to victims of crimes.
- ❖ Provide information and referral to victims of crimes.
- ❖ Providing direct services necessary to assist survivors
- ❖ Educating survivors on the dynamics of domestic violence
- ❖ Assist survivors in filing out housing applications and Rapid Rehousing Applications
- ❖ Communicate issues occurring during shift with supervisor
- ❖ Document and maintain client information: VADATA, screening sheets, intake, and services provided
- ❖ Determine/schedule group activities pertinent to case management
- ❖ Coordinate recreational activities with residents
- ❖ Schedule routine meetings with program director to communicate questions, concerns or necessary coordinated services
- ❖ Maintain a current list of housing opportunities, employment opportunities and post weekly for residents
- ❖ Offer residents weekly budgeting sessions
- ❖ Offer employment training, resume building, and assist with completing job applications
- ❖ Schedule appointments/transportation for residents
- ❖ Attend all staff meetings
- ❖ Other duties as assigned by Executive Director

Family Resources Coordinator Job Description

Time Required: 24 hours per week

Percentage to VVSGP: 100%

Qualifications – Bachelor degree or related work experience in a human services field. Experience working with domestic violence preferred. Excellent oral and written communication skills preferred.

Supervisor: Victim Services Director

Responsibilities include but not limited to:

- ❖ Recognize various needs of residents for Hope House and Guest House
- ❖ Identify, locate, and secure items necessary to attain independent living such as clothing, household items and furniture
- ❖ Coordinate efforts to assist residents with physically moving into permanent housing
- ❖ Assist residents in preparing for job interviews, (ensure proper clothing is available)
- ❖ Document and maintain client information: VADATA
- ❖ Communicate with other Family Crisis Support Services Staff to coordinate direct services to meet the need of clients
- ❖ Educating survivors about the dynamics of domestic violence
- ❖ Schedule a minimum of 2 monthly home visits to ensure clients basic needs are being met
- ❖ Offer residents job skills training at Thrift Stores
- ❖ Schedule routine meetings with shelter manager to communicate questions, concerns or necessary coordinated services
- ❖ Attend all staff meetings
- ❖ Other duties as assigned by Executive Director

Aftercare Advocate Job Description

Time Required – 40 hours per week

Percentage to VVSGP: 100%

Qualifications – Bachelor degree or related work experience in a human services field. Experience working with victims of crimes. Excellent oral and written communication skills preferred. Non-judgmental attitude. Candidate must be reliable and have the ability to work with little or no supervision. Have the ability to work a flexible schedule as needed. Have a good driving record

Supervisor: Victim Services Director

The Victims of Crimes Aftercare Advocate will be responsible for but not limited to:

- Court/legal advocacy to victims of crimes.
- Provide crisis counseling and case management services to all victims of crimes. (domestic violence and/or sexual violence)
- Provide personal advocacy and accompaniment services for victims of crimes. (including accompaniment to medical appointments, forensic exams, law enforcement interview, etc.)
- Assist victims when moving out of the shelter and or Transitional Housing
- Provides supportive services once they are on their own in independent housing
- Transportation accompaniment for security deposits, utility deposits, moving belongings into the new location.
- Provide systems advocacy on behalf of the victims with the transitional housing program as well as allied professionals within housing authorities.
- Assist in locating furniture and household necessities for the victim to assist with their moving into housing by utilizing the agency Thrift Stores.
- Offer support group meetings once a month to victims of domestic and sexual violence who are no longer in the emergency shelter as well as a support group once a month for secondary victims (i.e., have witnessed violent crime in their communities or families). This secondary victim support group would include children and youth who have experienced or witnessed crime.
- Provide criminal and civil justice system assistance to victims of crimes.
- Provide Case Management supportive services for up to 12 months monthly`
- Compile and maintain statistical reports on all victims
- Providing information for quarterly reports to Executive Director
- Build and maintain effective relationships with victims
- Utilize resources to decrease barriers for providing services
- Provide a detailed monthly schedule to Executive Director
- Complete VADATA forms when necessary and enter information by 15th of month following end of quarter
- Attend all staff meetings
- Other duties as assigned by Executive Director

Night Assistant Job Description

Time Required: 40 hours per week

Percentage to VVSGP: 100%

Shift: Tuesday-Saturday

Qualifications – Related work experience in a human services field. Excellent oral and written communication skills. The ability to work closely with collaborative agencies and co-workers. Must be willing to work nights and weekends.

Supervisor: Victim Services Director

Responsibilities include but not limited to:

- ❖ Answering the sexual assault and domestic violence hotlines and maintaining documentation of all calls received
- ❖ Document and maintain shelter data: calls, screenings, services provided, resident files, etc.
- ❖ Complete screening and intake process of individuals/families in need of shelter during night time hours.
- ❖ Provide transportation to residents in emergency situation.
- ❖ Provide crisis intervention and safety planning
- ❖ Provide information and referral services to victims of domestic violence
- ❖ Provide information and referral services to victims of crimes.
- ❖ Provide case management to survivors of domestic violence
- ❖ Provide information and referral to survivors of domestic violence
- ❖ Provide direct services to individuals and families who have experienced domestic violence
- ❖ Providing direct services to individuals and families who are victims of crimes.
- ❖ Educating survivors about the dynamics of domestic violence
- ❖ Communicate issues occurring during shift with supervisor
- ❖ Maintain shelter as needed
- ❖ Light janitorial duties
- ❖ Replenish supplies for main office as needed
- ❖ Maintain security of shelter
- ❖ Preparing empty rooms for occupancy
- ❖ Complete all VADATA/Intake forms as necessary
- ❖ Ensure resident's needs are being met
- ❖ Attending all staff meetings
- ❖ Any other duties as may be assigned by supervisor or executive director

Overnight Shelter Advocate Job Description

Time Required: 40 hours per week

Percentage to VVSGP: 100%

Shift: Tuesday-Saturday

Qualifications – Related work experience in a human services field. Excellent oral and written communication skills. The ability to work closely with collaborative agencies and co-workers. Must be willing to work nights and weekends.

Supervisor: Victim Services Director

Responsibilities include but not limited to:

- ❖ Answering the sexual assault and domestic violence hotlines and maintaining documentation of all calls received
- ❖ Document and maintain shelter data: calls, screenings, services provided, resident files, etc.
- ❖ Complete screening and intake process of individuals/families in need of shelter during night time hours.
- ❖ Provide transportation to residents in emergency situation.
- ❖ Provide crisis intervention and safety planning
- ❖ Provide information and referral services to victims of domestic violence
- ❖ Provide information and referral services to victims of crimes.
- ❖ Provide case management to survivors of domestic violence
- ❖ Provide information and referral to survivors of domestic violence
- ❖ Provide direct services to individuals and families who have experienced domestic violence
- ❖ Providing direct services to individuals and families who are victims of crimes.
- ❖ Educating survivors about the dynamics of domestic violence
- ❖ Communicate issues occurring during shift with supervisor
- ❖ Maintain shelter as needed
- ❖ Light janitorial duties
- ❖ Replenish supplies for main office as needed
- ❖ Maintain security of shelter
- ❖ Preparing empty rooms for occupancy
- ❖ Complete all VADATA/Intake forms as necessary
- ❖ Ensure resident's needs are being met
- ❖ Attending all staff meetings
- ❖ Any other duties as may be assigned by supervisor or executive director

Transportation Assistant Job Description

Time Required: 20 hours per week

Percentage to VVSGP: 100%

Shift: Tuesday-Saturday

Qualifications – Related work experience in a human services field. Excellent oral and written communication skills. Good driving record. The ability to work closely with collaborative agencies and co-workers.

Supervisor: Victim Services Director

Responsibilities include but not limited to:

- ❖ Provide transportation to residents:
 - Mental health services
 - Social Services
 - Social Security Office
 - Community Stores (food, clothing, etc)
 - Support groups
 - Court proceedings
 - Hospital/medical
 - Housing
 - Legal assistance appointments
 - school

- ❖ Assistance with applying for benefits
 - in emergency situation.
- ❖ Provide direct services to individuals and families who have experienced domestic violence
- ❖ Providing direct services to individuals and families who are victims of crimes.
- ❖ Ensure resident's needs are being met
- ❖ Transportation to look at housing/sign leases
- ❖ Attending all staff meetings
- ❖ Any other duties as may be assigned by supervisor or executive director

Children's Services Assistant Job Description

Time Required: 20 hours per week

Percentage to VVSGP: 100%

Shift: Sunday through Friday

Qualifications – Related work experience in education field. Excellent oral and written communication skills. Good driving record. The ability to work closely with collaborative agencies and co-workers.

Supervisor: Victim Services Director

Responsibilities include but not limited to:

- ❖ Provide transportation to residents:
- ❖ Provide direct services to individuals and families who have witnessed domestic violence
- ❖ Assist Children's Services Coordinator at the shelter with direct activities and homework assistance for primary, middle school, and high school kids.
- ❖ Supervise and monitor the safety of children in their care
- ❖ Help children keep good hygiene
- ❖ Childcare for any age children at shelter
- ❖ Change the diapers of infants and toddlers
- ❖ Organize activities or implement activities that allow children to learn about the world and explore interests; library, park, hiking, games, movie's, etc
- ❖ Watch for signs of emotional or developmental problems in children and bring the problems to the attention of parents and Children's Services Coordinator
- ❖ Keep records of children's progress, routines, and interest
- ❖ Providing direct services to children who are victims of crimes.
- ❖ Ensure children's needs are being met
- ❖ Attending all staff meetings
- ❖ Any other duties as may be assigned by supervisor or executive director

Community Coordinator Job Description

Time Required – 40 hours per week

Shift: M-F (9:00 a.m. to 5:00 p.m.) position may occasionally require flexibility of schedule in order to meet needs of clients

Qualifications – Bachelor's degree or related work experience in a human services field. Experience working with domestic violence preferred. Excellent oral and written communication skills, marketing experience, community contacts, and public relations preferred.

Supervisor: Executive Director

The Community Coordinator will be responsible for but not limited to:

- ❖ Attending and facilitating coordinated efforts such for Domestic Violence and Sexual Violence Task Force, SART meetings, Domestic Violence Lethality Assessment Programs, and other coordinated community response efforts that facilitate direct victim services in Dickenson, Lee, Wise Counties as well as the City of Norton.
- ❖ Coordinated efforts in developing a Lethality Assessment Protocol with Law Enforcement in the service area.
- ❖ Monitor the success of the Lethality Assessment Protocol Program once they are established.
- ❖ Provide presentations/trainings and special events, annually, to the general community and to allied professionals to assist with the collaboration of community coordination efforts.
- ❖ Expand development of awareness programs in the primary, middle and high schools in the primary service area. Programs implemented will be teen dating violence, technology abuse, healthy relationships, sexual harassment education, bullying prevention.
- ❖ Development a Prevention/Education Plan for each year targeting a variety of audiences and applying a variety of methods; assist in providing prevention and education services.
- ❖ The Community Coordinator will create flyers, PSA's, brochures, etc. to increase public awareness of services offered by our agency and distribute throughout our service area.
- ❖ Complete an ongoing community survey to determine areas of the community that need more public awareness presentations.
- ❖ Recruit and Train Volunteers
- ❖ Track daily time, attendance, and volunteer activities.
- ❖ Any other duties as assigned by the Executive Director



Victim Services Volunteer Job Description

Time Required: as needed

Qualifications – Related work experience/education in a human services field. Experience working with victims preferred. Non-judgmental attitude. Individual must be willing to learn and work under close supervision. Candidate must be reliable and agree with program ethics and confidentiality. Candidate must be willing to undergo volunteer training.

Supervisor: Program Development Administrator

The Victim Services Volunteer duties include, but not limited to:

- Court/legal advocacy to victims of crimes with the program staff
- Provide crisis counseling and case management services to victims of domestic violence with supervisor
- Co-facilitate support groups for victims as requested by group leaders
- Answer domestic violence hotline and provide crisis intervention, counseling, advocacy, information, referral, and telephone reassurance
- Assist Program Development Administrator in conducting workshops, seminars, and training for collaborative agencies and special populations
- Assist in educating the community on services provided by the Sexual Assault and Domestic Violence Program
- Attend meetings with collaborative agencies with the program advocate as necessary
- Build and maintain effective relationships with collaborative agencies
- Utilize resources to decrease barriers for providing services
- Assist in the development of cooperative agreements with participating agencies
- Provide direct services to victims with program staff
- Assist with the creation of evaluation forms to be completed after assessment
- Complete VADATA forms when necessary and enter information by 15th of month following end of quarter
- Make referrals for victim services to proper agencies
- Attend all staff meetings, as requested by Executive Director
- Other duties as assigned by Executive Director or Program Development Administrator