Virginia Department of Criminal Justice Services

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| **Professional Standards Organizational  Self-Assessment** | **Date:** |  |

This self-assessment is intended to identify strengths and gaps in policies, processes, or evidence that must be addressed before an application for voluntary accreditation is submitted.

**FOR YOUR AGENCY’S INTERNAL USE ONLY**

**Place an “X” for each standard’s measure using the following options:**

**YES: *If your organization meets the standard’s measure***

**IN PROGRESS: *If your organization is currently working on meeting the standard’s measure***

**NO: *If your organization does not meet the standard’s measure***

**TA NEEDED: *If your organization will need technical assistance to meet the standard’s measure***

| **Standard** | **Measure** | **YES** | **IN PROGRESS** | **NO** | **TA NEEDED** | **Notes** |
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| **Administration #1**  Services are available and accessible to all people within the agency service area | Non-discrimination policy for staff and client services includes race, ethnicity, national origin, age, disability, religion, limited English proficiency, immigration status, sexual orientation, or gender identity or expression. |  |  |  |  |  |
| Regardless of income, no fees are charged for crisis intervention, advocacy, and engagement services. |  |  |  |  |  |
| Inclusions noticeable throughout the facility (e.g., diverse and inclusive signage, pictures, materials, social media, and marketing) and inclusive client paperwork. The facility includes staff offices, meeting rooms, and the shelter, if applicable. |  |  |  |  |  |
| A website that clearly describes the services provided, is accessible, is inclusive, and provides relevant, up to date, and accurate information. |  |  |  |  |  |
| Ensures staff has received training on civil rights, diversity issues, and multicultural competency. |  |  |  |  |  |
| A written policy, which affirms that staff, board of directors (or similar advisory group), and volunteers should reflect the diversity of the community served. This written policy must include action steps, be reviewed at least annually, and be updated every three years. |  |  |  |  |  |
| If the agency defines its service population within a specific client group, there must be a clear written rationale for selectivity. |  |  |  |  |  |
| **Administration #2**  Trained staff and/ or volunteers to provide Crisis Intervention, Advocacy, and Engagement Services | Agency must have a written training plan that meets the requirements of the Training Matrix. |  |  |  |  |  |
| Staff members, volunteers, or interns must complete training within three months of joining the agency as outlined in the Training Matrix.   * Training modalities can include in-person instruction at the agency, shadowing a trained advocate (up to eight hours), self-directed training programs (e.g., online courses and webinars), local or county trainings, Virginia Sexual and Domestic Violence Action Alliance trainings, and/or state agency trainings. * No more than half of the onboarding training can be completed through self-directed training programs. |  |  |  |  |  |
| Full-time Level II staff will receive at least 20 hours of continuing education each year, while Part-time Level II staff will receive at least 10 hours. Level II volunteers will receive at least 10 hours of training annually.   * Training modalities for completing the continuing education include in-person instruction at the agency, shadowing a trained advocate (up to four hours), self-directed training programs, local or county trainings, state and national conferences, Virginia Sexual and Domestic Violence Action Alliance trainings, and/or state agency trainings. * No more than half of the continuing education can be completed through self-directed training programs. * Training must include a review of the confidentiality, cultural humility, and vicarious trauma topics. |  |  |  |  |  |
| Supervisors must receive ongoing training to support their management, supervision, and trauma stewardship responsibilities.   * Anyone in a supervisory position must also, at a minimum, meet the training requirements of Level II staff. |  |  |  |  |  |
| Agencies are allowed discretion in determining training content requirements for new staff and/or volunteers who possess content expertise via prior education, training, or experience. However, all new staff and volunteers must complete the required agency and confidentiality training content.   * Rationale for all exceptions to training requirements must be fully documented. |  |  |  |  |  |

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| **Administration #3**  Adhere to sound management practices that demonstrate operational stability | Supervisors meet regularly with staff, either individually or as a group. |  |  |  |  |  |
| Demonstrates fiscal responsibility (auditing, internal controls and procurement services). |  |  |  |  |  |
| Maintains a plan that protects against the physical and financial interruption of core services. |  |  |  |  |  |
| Maintains a sustainability plan with projected revenues and expenditures for the 36 months of operation following the submission of an application for accreditation. |  |  |  |  |  |
| Maintains a written succession plan for the Executive Director (or other agency leadership) position. |  |  |  |  |  |
| Written personnel policies. |  |  |  |  |  |
| Written job descriptions for all staff, intern, and volunteer positions. |  |  |  |  |  |
| Maintains a written staff grievance policy that includes:   * matters for which grievances can be filed * the levels in the agency to which the grievance may be filed and/or appealed * the type of information to be submitted when filing a grievance * the procedural steps and time limitations for each level in responding to grievances and appeals * any criteria for staff representation * the staff member responsible for coordinating grievance procedures * the process for how grievances are handled, analyzed, and affirmed or denied |  |  |  |  |  |
| Staff must be provided with contact information for the Chairperson of the board of directors, if applicable, and be given the option to grieve to the board should they not be satisfied with the response from agency leadership |  |  |  |  |  |
| Written procedures for staff that include instructions for responding to potential emergencies including a medical emergency, a mental health emergency, and an emergency that threatens the safety of staff and/or the individuals being served by the staff. The emergency procedures must include:   * assignments of tasks and responsibilities * instructions for the use of alarm systems, emergency equipment and notification of authorities * specification of escape routes in case of fire or natural disaster * coordination with law enforcement agencies for emergency plans regarding intruders and with fire departments for emergency plans for fire or natural disasters |  |  |  |  |  |
| Fire, tornado, bomb threat and intruder drills shall be conducted annually. The date, time, and type of the drill shall be documented. |  |  |  |  |  |
| **Administration #4**  Have a board of directors to develop policies and procedures for the operation of the organization, to monitor finances of the organization, to provide overall direction to the organization and its program, and to monitor the quality and effectiveness of programs. | Written job descriptions for board members. |  |  |  |  |  |
| Written by-laws, which provide the governance structure for the organization and its elected board. The by-laws must include:   * the mission and purpose of the organization * the number of times per year that the board is required to meet * what constitutes a quorum * the length of terms * the limits for consecutive terms * attendance requirements * the number of members required to approve amendments of the by-laws * how to address holding meetings or votes that are not conducted in person, such as by conference call or electronic methods * a conflict-of-interest policy that clearly explains what a conflict of interest is, reporting procedures, and how to address such conflicts should they occur |  |  |  |  |  |
| Written process for the selection of board members, including those who reflect the diversity of the communities served. |  |  |  |  |  |
| Board members must complete a board orientation and training which includes information about sexual and domestic violence, the agency’s mission, and board members’ roles and responsibilities. |  |  |  |  |  |
| A minimum of one training session for the board of directors’ ongoing development must be offered each year. |  |  |  |  |  |
| Written plan for board training |  |  |  |  |  |
| All agency policies must be reviewed by the board of directors every three years. The document should then be signed by the Chairperson of the board of directors and dated with the date of review. |  |  |  |  |  |
| **Administration #5**  Adhere to policies and practices that ensure a high standard of professional conduct. | Ensures compliance with employer/employee state and federal regulations and contracts. |  |  |  |  |  |
| Maintains a written policy/plan of a criminal background check for all staff, interns, and volunteers and a Virginia Child Abuse and Neglect Central Registry check for all staff, interns, Level 2 volunteers, and those Level 1 volunteers who may engage with children. |  |  |  |  |  |
| Maintains a written policy/plan of a driving record from the Virginia Department of Motor Vehicles for those staff, volunteers, or interns who will be transporting clients. |  |  |  |  |  |
| Background and driving record checks must be updated every five years. |  |  |  |  |  |
| Written ethical behavior policy. |  |  |  |  |  |
| **Administration #6**  Document Crisis Intervention, Advocacy, and Engagement services only in databases that comply with current VAWA confidentiality standards and protect personally identifying information. | Data about services provided must be entered into the system and reviewed regularly for accuracy, trends, and program planning. |  |  |  |  |  |
| Maintains a record retention policy specifying the client records/files that will be destroyed, the time frame and method of destruction, and the way personally identifying information is protected. |  |  |  |  |  |
| **Administration #7**  Preserve privacy and confidentiality | Written operational procedures on client record/file security, maintenance, and access by individuals other than the client. A description of the safeguards for client records/files against unauthorized access, fire, loss, or other hazards is available. |  |  |  |  |  |
| Written policies/procedures regarding how the agency assures compliance with applicable legal requirements regarding confidentiality. |  |  |  |  |  |
| An informed, written, and reasonably time-limited client release of information form. The release of information form must include:   * the name of no more than one person or organization to which the information is being released * the specific information to be released * the beginning and ending dates the release is effective, not to exceed the program participant's active length of services * the date and the signatures of the program participant and the employee or volunteer * the right to revoke a release of information at any time |  |  |  |  |  |
| Written policy to respond to subpoenas, court orders, and other legal processes which, at a minimum, addresses how the client will be notified about the request and how the request will be processed and responded to by the agency. |  |  |  |  |  |
| Written policy addressing the security of home computers, laptops, smart phones, virtual private networks, cloud computing, hotline routing, etc. for any staff who telecommute, including how access is terminated for staff who leave the agency. |  |  |  |  |  |
| **Administration #8**  Respect and protect the civil and human rights of all those impacted by sexual and domestic violence. | Agency demonstrates cultural humility in its sexual and/or domestic violence service delivery. |  |  |  |  |  |
| Persons with limited English proficiency must have meaningful access to services with equivalent services to those who are native English speakers. |  |  |  |  |  |
| Written language access plan, which includes the provision of relay services for the Deaf or hard of hearing. |  |  |  |  |  |
| **Administration #9**  Support the voluntary services model and respect the survivor’s right to self-determination. | Written documentation that informs all clients of their rights, including the right to self-determination. Such documentation must be made available to the client by the next business day after initial contact with the agency. |  |  |  |  |  |
| Written client grievance policy that is available to each agency participant and should include multiple options for filing a complaint. At a minimum the policy should include:   * the assurance of the survivor’s right to continue to receive services from the agency during and after the grievance process * who the survivor should contact regarding the complaint or issue * how the complaint be documented, steps that will be taken to find resolution, and whether the decision is final * information regarding the survivors right to file a discrimination complaint with the Office of Justice Programs Office for Civil Rights |  |  |  |  |  |
| **Crisis Intervention #10**  Agencies will be accessible 24/7 to the public and to first responders to provide crisis intervention services by trained advocates. | Ensures 24/7 access and response to all survivors seeking assistance from advocates providing crisis intervention services, risk assessment, safety planning, information, and referrals. Such requirement may be met through the provision of a 24/7 hotline, including the use of a statewide hotline as necessary. |  |  |  |  |  |
| Maintains documentation of number of requests for crisis intervention services that the agency provided. |  |  |  |  |  |
| **Crisis Intervention #11**  Ensure that survivors in their community have 24/7 access to accompaniment services when they access emergency medical or justice systems. | Establishes and maintains policies and procedures for medical and criminal/civil justice system accompaniment response. |  |  |  |  |  |
| Maintains documentation of requests for accompaniment services and accompaniment services that the agency provided. |  |  |  |  |  |
| **Crisis Intervention #12**  Provide, or assist to secure, emergency safe shelter to survivors of sexual and domestic violence who are in imminent danger. | Provides or coordinates emergency shelter for survivors and their families who are in imminent danger. If the survivor is within the agency’s service area, the agency must safely maintain contact with the client until safe lodging has been established. If the survivor is outside the agency’s service area, the agency must ensure that the survivor is connected to the agency within the applicable service area prior to terminating contact. |  |  |  |  |  |
| If an agency maintains an emergency shelter and such shelter does not meet the requirements of the Americans with Disabilities Act, the agency must secure accommodations appropriate to meet the needs of a client with disabilities if such client qualifies for shelter services. |  |  |  |  |  |
| Possesses a first aid supply kit. |  |  |  |  |  |
| Maintains documentation of requests for emergency shelter services and emergency shelter services that the agency provided. |  |  |  |  |  |

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| **Advocacy #13**  Provide a range of individualized advocacy services that foster survivor healing from the trauma of violence. | Provides a range of individualized advocacy services that foster healing from the trauma of violence, which must, at a minimum, include justice system advocacy, case management, supportive counseling, and referral resources. |  |  |  |  |  |
| Maintains documentation of requests for advocacy services and advocacy services that the agency provided. |  |  |  |  |  |
| **Advocacy #14**  Coordinate services within the agency and the community to promote high quality integrated services and support to survivors. | Develops and maintains signed agreements (e.g., memoranda of understanding, cooperative agreements, or partnership agreements) as needed to provide and coordinate services to survivors. Examples include cross-training and/or co-location with agencies such as:   * Victim Witness * Social Services to include Adult and Child Protective Services * Colleges and universities * Mental health * Law enforcement * Hospitals * Schools * Immigration services * Legal aid |  |  |  |  |  |
| Maintains, or collaborates with an agency that maintains a physical or digital resource list with financial, healthcare, mental health, culturally specific, social service, and other resources. The list should include contact information and the services provided. Such list must be updated annually. |  |  |  |  |  |
| **Advocacy #15**  Address the diverse needs of the community served, providing specialized advocacy programs and population-specific interventions | Identifies the diverse needs of the community through at least two methods, such as a community needs assessment, client surveys, or feedback from other community agencies. |  |  |  |  |  |
| Demonstrates efforts to provide a range of specialized advocacy services to identified populations within the agency’s service area. |  |  |  |  |  |
| **Engagement #16**  Participate in community engagement efforts that promote agency services and effective community responses throughout the agency’s service area. | Agency distributes information about agency services and accessibility through multiple channels. Examples include:   * tabling at community events * flyers/brochures * speaking engagements at various events * responding to requests for information * social media or conventional print/radio/TV media * prevention activities/initiatives |  |  |  |  |  |
| Engages in initiatives and activities that raise awareness, advocate for survivor access to resources, promote systemic change, and support the development of healthy relationships and healthy sexuality (e.g., National Night Out with local police, awareness month activities). |  |  |  |  |  |
| Collaboratively engages with others doing similar work in the community. |  |  |  |  |  |
| Maintains documentation of number of community engagement and outreach activities that the agency provided. |  |  |  |  |  |
| **Engagement #17**  Participate in  systemic engagement efforts to improve the experiences of survivors. | Demonstrate participation in and/or leadership in sexual and/or domestic violence focused community groups (Domestic Violence Council, Sexual Assault Response Teams, Inter-Agency Councils, or others). |  |  |  |  |  |
| Provides training and education to allied professionals. |  |  |  |  |  |
| Maintains training materials as they apply to community outreach. |  |  |  |  |  |