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 or sexual and domestic violence unit protocol and compliance 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 community engagement. |  |  |  |  |  |
| Inclusions noticeable inside their facility (e.g. signage, materials, social media, website, and marketing) and inclusive client paperwork. |  |  |  |  |  |
| Ensure staff has received training on civil rights, diversity issues, and multicultural competency. |  |  |  |  |  |
| A written policy, which affirms that staff, board/advisory committee, and volunteers, should reflect the diversity of the community that you serve. |  |  |  |  |  |
| Written agency policy ensures that domestic and/or sexual violence services are offered without discrimination except if the agency defines its service populations as those of a specific client group. If the agency defines its service population within a specific client group, there must be a clear written rationale for selectivity. |  |  |  |  |  |
| **Administration #2**  Trained advocates (staff and/ or volunteer) to provide Crisis Intervention, Advocacy, & Community Engagement Services | Trained Crisis Advocates (any staff member, volunteer, or intern providing Crisis Intervention, Advocacy, or Community Engagement Services) complete training within 3 months of joining the agency in provision of direct services as outlined in the Training Matrix.   * Training modalities can include in-person instruction at agency, shadowing a trained advocate, 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 Level I and II training can be completed through self-directed training programs. |  |  |  |  |  |
| Staff (paid) Crisis Advocates will receive at least 20 hours of continuing sexual and domestic violence advocacy education each year and Volunteer Crisis Advocates will receive at least 10 hours of training annually.   * Training modalities for completing the 20 hours (staff) and 10 hours (volunteers) of continuing sexual and domestic violence advocacy education include in-person instruction at agency, shadowing a trained advocate, 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 continuing sexual and domestic violence advocacy education can be completed through self-directed training programs. * Training can include an overall review of topics in the training matrix and/or expanding on a topic from the training matrix such as offering Advanced Advocacy or Cultural Humility. |  |  |  |  |  |
| Ensure agency training materials define sexual violence and domestic violence. |  |  |  |  |  |
| Maintain training materials as they apply to community outreach. |  |  |  |  |  |
| 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 required agency, community and confidentiality training content.   * Rationale for all exceptions to training requirements must be fully documented. * Exceptions to training requirements, while sometimes reasonable, should not be used widely by agency (percentage of staff, etc.). |  |  |  |  |  |
| **Administration #3**  Adhere to sound management practices | Supervisors receive ongoing training to support their management, supervision, and trauma stewardship responsibilities. |  |  |  |  |  |
| Supervisors meet regularly with staff, either individually or as a group, to provide ongoing support and guidance. |  |  |  |  |  |
| Demonstrates fiscal responsibility (auditing, internal controls and procurement services). |  |  |  |  |  |
| Maintains a plan that protects against the interruption of core services. |  |  |  |  |  |
| Written personnel policies. |  |  |  |  |  |
| Written job descriptions for all staff, intern, and volunteer positions. |  |  |  |  |  |
| Written protocol for staff that includes instructions for responding to 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. |  |  |  |  |  |
| Private non-profit agencies must have a Board of Directors and adhere by the following:   * Job description for board members, * By-laws, * Written process for selection of board members, including those who reflect the diversity of the communities they serve, * Completes a board orientation and training which includes information about sexual and domestic violence, agency mission, and board members' role and responsibilities, * Written plan for board training. |  |  |  |  |  |
| **Administration #4**  Adhere to policies and practices that ensure a high standard of professional conduct | Agency assures compliance with employer/employee state and  federal regulations and contracts. |  |  |  |  |  |
| Written policy/plan of a criminal background check for all staff, interns, and volunteers and a Child Protective Services background check for those who may engage with children. |  |  |  |  |  |
| Written ethical behavior policy. |  |  |  |  |  |
| **Administration #5**  Document Crisis Intervention, Advocacy, and Community Engagement services only in databases that comply with VAWA confidentiality standards and protect personally identifying information | Data about services provided are entered into the system and reviewed regularly. |  |  |  |  |  |
| Programs maintain a record retention policy. |  |  |  |  |  |
| **Administration #6**  Preserve privacy and  confidentiality, including the identity of and information provided by the person served or acquired from other sources before, during, and after the course of the professional relationship. | Written operational procedures on record security, maintenance, and access by individuals other than the client. Description of safeguards against unauthorized access, fire, loss, or other hazard. Description of how long records are maintained. |  |  |  |  |  |
| Agency has written policies/procedures regarding how the agency assures compliance with applicable legal requirements. |  |  |  |  |  |
| Agency has informed, written, and reasonably time-limited client release of information form. |  |  |  |  |  |
| **Administration #7**  Respect and protect the civil and human rights of all those impacted by sexual and domestic violence | Agency demonstrates cultural humility of its sexual and/or domestic violence service delivery. |  |  |  |  |  |
| Agency services are available and delivered regardless of the client’s race, ethnicity, national origin, age, disability, religion, limited English proficiency, immigration status, sexual orientation, or gender identity or expression. |  |  |  |  |  |
| **Administration #8**  Support voluntary services model and respect survivors’ right to self-determination | Written protocols and practices that support survivors’ right to self-determination. |  |  |  |  |  |
| Written protocol that informs all clients of their rights. |  |  |  |  |  |
| **Crisis Intervention #9**  Accessible 24/7 to the public and to first responders to provide crisis intervention services by trained advocates | Ensure 24/7 access and response to all survivors seeking assistance from advocates providing crisis intervention services, risk assessment, safety planning, information, and referrals. |  |  |  |  |  |
| Maintain documentation of number of requests for crisis intervention services that the agency provided. |  |  |  |  |  |
| **Crisis Intervention #10**  Ensure that survivors in their community have 24/7 access to accompaniment services when they access emergency medical or justice systems | Establish and maintain medical and criminal/civil justice system emergency response protocols. |  |  |  |  |  |
| Maintain documentation of requests for accompaniment services and accompaniment services that the agency provided. |  |  |  |  |  |
| **Crisis Intervention #11**  Provide, or assist to secure, emergency safe shelter to survivors of sexual and domestic violence who are in imminent danger | Establish and maintain protocols for addressing shelter requests including those that cannot be met and those that originate outside your service area. These protocols must include collaborative efforts across agencies to directly connect survivors in imminent danger to appropriate resources. |  |  |  |  |  |
| Safeguard confidentiality and/or personally identifying information during the referral process. |  |  |  |  |  |
| Maintain documentation of requests for emergency shelter services and emergency shelter services that the agency provided. |  |  |  |  |  |
| **Advocacy #12**  Provide a range of individualized advocacy services which foster survivor healing from the trauma of violence | Provide a range of individualized advocacy services which foster healing from the trauma of violence, to include: justice system advocacy, counseling, support groups, case management, referral resources, accompaniment services, and/or other holistic services. |  |  |  |  |  |
| Maintain documentation of number of requests for advocacy services that the agency provided. |  |  |  |  |  |
| **Advocacy #13**  Coordinate services  within the agency and the community to promote high quality integrated services and support to survivors | Develop and maintain signed agreements (e.g. memorandum of understanding’s, cooperative agreements, partnership agreements) as needed to provide and coordinate services for 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. |  |  |  |  |  |
| **Advocacy #14**  Address diverse needs of the community served, providing specialized advocacy programs and population-specific interventions | Identify the diverse needs of the community. |  |  |  |  |  |
| Demonstrate efforts to provide a range of specialized advocacy services to identified populations within the agency's service area that may include race, ethnicity, national origin, age, disability, religion, limited English proficiency, immigration status, sexual orientation, gender identity or expression, refugees, age and developmentally specific, and non-English speaking. |  |  |  |  |  |
| **Community Engagement #15**  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, * Fliers/brochures, * Speaking engagements at various events, * Responding to requests for information, * Social media or conventional print/radio/TV media. |  |  |  |  |  |
| Maintain documentation of number of community engagement activities that the agency provided. |  |  |  |  |  |
| **Community Engagement #16**  Deliver effective prevention programming that supports the development of healthy relationships and healthy sexuality | Create a prevention plan, after assessing resources and community prevention readiness that either:   * Focuses on building capacity through prevention awareness education efforts; or * Focuses on designing and delivering primary prevention strategies consistent with Virginia's State Prevention Plan and Guidelines for Primary Prevention. |  |  |  |  |  |
| Agency is collaboratively engaged with others doing similar work in the community. |  |  |  |  |  |
| Maintain documentation of number of prevention programs that the agency provided. |  |  |  |  |  |
| **Community Engagement #17**  Participate in  community engagement initiatives to improve the experiences of survivors and advocate for systemic change | 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). |  |  |  |  |  |
| Provide training and education to allied professionals. |  |  |  |  |  |
| Engage in initiatives and activities that raise awareness, advocate for survivor access to resources, and promote systemic change (e.g. National Night out with local police, awareness month activities). |  |  |  |  |  |
| Maintain documentation of number of community engagement initiatives that the agency provided. |  |  |  |  |  |