



Connecticut Coalition Against Domestic Violence

Standards for Member Organizations

[Updated November 2023]

Approved by the Board of Directors on November 17, 2023

Connecticut Coalition Against Domestic Violence, Inc. Standards for Member Organizations

Family Violence Prevention and Services Programs Federal Guidelines and Definitions Title 45/Subtitle B/Chapter XIII/Subchapter H/Part 1370

§ 1370.1 What are the purposes of the Family Violence Prevention and Services Act Programs?

This part addresses sections 301 through 313 of the Family Violence Prevention and Services Act (FVPSA), as amended, and codified at [42 U.S.C. 10401](#) *et seq.* FVPSA authorizes the Secretary to implement programs for the purposes of increasing public awareness about and preventing family violence, domestic violence, and dating violence; providing immediate shelter and supportive services for victims of family violence, domestic violence, and dating violence and their dependents; providing for technical assistance and training relating to family violence, domestic violence, and dating violence programs; providing for State Domestic Violence Coalitions; providing specialized services for abused parents and their children; and operating a national *domestic violence* hotline. FVPSA emphasizes both primary, and secondary, prevention of violence.

§ 1370.2 What definitions apply to these programs?

For the purposes of this part:

Dating violence means violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim and where the existence of such a relationship shall be determined based on a consideration of the following factors: The length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship. This part of the definition reflects the definition also found in Section 40002(a) of VAWA (as amended), [42 U.S.C. 13925\(a\)](#), as required by FVPSA. Dating violence also includes but is not limited to the physical, sexual, psychological, or emotional violence within a dating relationship, including stalking. It can happen in person or electronically, and may involve financial abuse or other forms of manipulation which may occur between a current or former dating partner regardless of actual or perceived sexual orientation or gender identity.

Domestic violence means felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth

victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction. This definition also reflects the statutory definition of "domestic violence" found in Section 40002(a) of VAWA (as amended), [42 U.S.C. 13925\(a\)](#). This definition also includes but is not limited to criminal or non-criminal acts constituting intimidation, control, coercion and coercive control, emotional and psychological abuse and behavior, expressive and psychological aggression, financial abuse, harassment, tormenting behavior, disturbing or alarming behavior, and additional acts recognized in other Federal, Tribal State, and local laws as well as acts in other Federal regulatory or sub-regulatory guidance. This definition is not intended to be interpreted more restrictively than FVPSA and VAWA but rather to be inclusive of other, more expansive definitions. The definition applies to individuals and relationships regardless of actual or perceived sexual orientation or gender identity.

Family violence means any act or threatened act of violence, including any forceful detention of an individual, that results or threatens to result in physical injury and is committed by a person against another individual, to or with whom such person is related by blood or marriage, or is or was otherwise legally related, or is or was lawfully residing.

Personally identifying information (PII) or personal information is individually identifying information for or about an individual including information likely to disclose the location of a victim of domestic violence, dating violence, sexual assault, or stalking, regardless of whether the information is encoded, encrypted, hashed, or otherwise protected, including, a first and last name; a home or other physical address; contact information (including a postal, email or Internet protocol address, or telephone or facsimile number); a social security number, driver license number, passport number, or student identification number; and any other information, including date of birth, racial or ethnic background, or religious affiliation, that would serve to identify any individual.

Primary prevention means strategies, policies, and programs to stop both first-time perpetration and first-time victimization. Primary prevention is stopping domestic and dating violence before they occur. Primary prevention includes, but is not limited to: School-based violence prevention curricula, programs aimed at mitigating the effects on children of witnessing domestic or dating violence, community campaigns designed to alter norms and values conducive to domestic or dating violence, worksite prevention programs, and training and education in parenting skills and self-esteem enhancement.

Primary-purpose domestic violence service provider, for the term only as it appears in the definition of State Domestic Violence Coalition, means an entity that operates a project of demonstrated effectiveness carried out by a nonprofit, nongovernmental, private entity, Tribe, or Tribal organization, that has as its project's primary-purpose the operation of shelters and supportive services for victims of domestic violence and their dependents; or has as its project's primary purpose counseling, advocacy, or self-help services to victims of domestic violence. Territorial Domestic Violence Coalitions may include government-operated domestic violence projects as primary-purpose domestic violence service providers for complying with

the membership requirement, provided that Territorial Coalitions can document providing training, technical assistance, and capacity-building of community-based and privately operated projects to provide shelter and supportive services to victims of family, domestic, or dating violence, with the intention of recruiting such projects as members once they are sustainable as primary-purpose domestic violence service providers.

Secondary prevention is identifying risk factors or problems that may lead to future family, domestic, or dating violence, and taking the necessary actions to eliminate the risk factors and the potential problem, and may include, but are not limited to, healing services for children and youth who have been exposed to domestic or dating violence, home visiting programs for high-risk families, and screening programs in health care settings.

Shelter means the provision of temporary refuge in conjunction with supportive services in compliance with applicable State or Tribal law or regulations governing the provision, on a regular basis, of shelter, safe homes, meals, and supportive services to victims of family violence, domestic violence, or dating violence, and their dependents. State and Tribal law governing the provision of shelter and supportive services on a regular basis is interpreted by ACF to mean, for example, the laws and regulations applicable to zoning, fire safety, and other regular safety, and operational requirements, including State, Tribal, or local regulatory standards for certifying domestic violence advocates who work in shelter. This definition also includes emergency shelter and immediate shelter, which may include housing provision, rental subsidies, temporary refuge, or lodging in properties that could be individual units for families and individuals (such as apartments) in multiple locations around a local jurisdiction, Tribe/reservation, or State; such properties are not required to be owned, operated, or leased by the program. Temporary refuge includes a residential service, including shelter and off-site services such as hotel or motel vouchers or individual dwellings, which is not transitional or permanent housing, but must also provide comprehensive supportive services. The mere act of making a referral to shelter or housing shall not itself be considered provision of shelter. Should other jurisdictional laws conflict with this definition of temporary refuge, the definition which provides more expansive housing accessibility governs.

State means each of the several States, the District of Columbia, the Commonwealth of Puerto Rico, and, except as otherwise provided in statute, Guam, American Samoa, the United States Virgin Islands, and the Commonwealth of the Northern Mariana Islands.

State Domestic Violence Coalition means a Statewide, nongovernmental, nonprofit 501(c)(3) organization whose membership includes a majority of the primary-purpose domestic violence service providers in the State; whose board membership is representative of these primary-purpose domestic violence service providers and which may include representatives of the communities in which the services are being provided in the State; that has as its purpose to provide education, support, and technical assistance to such service providers to enable the providers to establish and maintain supportive services and to provide shelter to victims of domestic violence and

their children; and that serves as an information clearinghouse, primary point of contact, and resource center on domestic violence for the State and supports the development of policies, protocols and procedures to enhance domestic violence intervention and prevention in the State/Territory.

Supportive services means services for adult and youth victims of family violence, domestic violence, or dating violence, and their dependents that are designed to meet the needs of such victims and their dependents for short-term, transitional, or long-term safety and recovery. Supportive services include, but are not limited to: Direct and/or referral-based advocacy on behalf of victims and their dependents, counseling, case management, employment services, referrals, transportation services, legal advocacy or assistance, child care services, health, behavioral health and preventive health services, culturally and linguistically appropriate services, and other services that assist victims or their dependents in recovering from the effects of the violence. To the extent not already described in this definition, supportive services also include but are not limited to other services identified in FVPSA at [42 U.S.C. 10408\(b\)\(1\)\(A\)–\(H\)](#). Supportive services may be directly provided by grantees and/or by providing advocacy or referrals to assist victims in accessing such services.

Underserved populations means populations who face barriers in accessing and using victim services, and includes populations underserved because of geographic location, religion, sexual orientation, gender identity, underserved racial and ethnic populations, and populations underserved because of special needs including language barriers, disabilities, immigration status, and age. Individuals with criminal histories due to victimization and individuals with substance use disorders and mental health issues are also included in this definition. The reference to racial and ethnic populations is primarily directed toward racial and ethnic minority groups (as defined in section 1707(g) of the Public Health Service Act ([42 U.S.C. 300\(u–6\)\(g\)](#))), which means American Indians (including Alaska Natives, Eskimos, and Aleuts); Asian American; Native Hawaiians and other Pacific Islanders; Blacks and Hispanics. The term “Hispanic” or “Latino” means individuals whose origin is Mexican, Puerto Rican, Cuban, Central or South American, or any other Spanish-speaking country. This underserved populations’ definition also includes other population categories determined by the Secretary or the Secretary’s designee to be underserved.

§ 1370.4 What confidentiality requirements apply to these programs?

(a) In order to ensure the safety of adult, youth, and child victims of family violence, domestic violence, or dating violence, and their families, grantees and subgrantees under FVPSA shall protect the confidentiality and privacy of such victims and their families. Subject to [paragraphs \(c\), \(d\), and \(e\)](#) of this section, grantees and subgrantees shall not—

(1) Disclose any personally identifying information (as defined in [§ 1370.2](#)) collected in connection with services requested (including services utilized or denied) through grantees’ and subgrantees’ programs;

(2) Reveal any personally identifying information without informed, written, reasonably time-limited consent by the person about whom information is sought, whether for this program or any other Federal, Tribal or State grant program, including but not limited to whether to comply with Federal, Tribal, or State reporting, evaluation, or data collection requirements; or

(3) Require an adult, youth, or child victim of family violence, domestic violence, and dating violence to provide a consent to release his or her personally identifying information as a condition of eligibility for the services provided by the grantee or subgrantee.

(b) Consent shall be given by the person, except in the case of an unemancipated minor it shall be given by both the minor and the minor's parent or guardian; or in the case of an individual with a guardian it shall be given by the individual's guardian. A parent or guardian may not give consent if: he or she is the abuser or suspected abuser of the minor or individual with a guardian; or, the abuser or suspected abuser of the other parent of the minor. If a minor or a person with a legally appointed guardian is permitted by law to receive services without the parent's or guardian's consent, the minor or person with a guardian may release information without additional consent. Reasonable accommodations shall also be made for those who may be unable, due to disability or other functional limitation, to provide consent in writing.

(c) If the release of information described in [paragraphs \(a\)](#) and [\(b\)](#) of this section is compelled by statutory or court mandate:

(1) Grantees and sub-grantees shall make reasonable attempts to provide notice to victims affected by the release of the information; and

(2) Grantees and subgrantees shall take steps necessary to protect the privacy and safety of the persons affected by the release of the information.

(d) Grantees and subgrantees may share:

(1) Non-personally identifying information, in the aggregate, regarding services to their clients and demographic non-personally identifying information in order to comply with Federal, State, or Tribal reporting, evaluation, or data collection requirements;

(2) Court-generated information and law enforcement-generated information contained in secure, governmental registries for protective order enforcement purposes; and

(3) Law enforcement- and prosecution-generated information necessary for law enforcement and prosecution purposes.

(4) Personally identifying information may be shared with a health care provider or payer, but only with the informed, written, reasonably time-limited consent of the person about whom such information is sought.

(e) Nothing in this section prohibits a grantee or subgrantee, where mandated or expressly permitted by the State or Indian Tribe, from reporting abuse and neglect, as those terms are defined by law, or from reporting imminent risk of serious bodily injury or death of the victim or another person.

(f) Nothing in this section shall be construed to supersede any provision of any Federal, State, Tribal, or local law that provides greater protection than this section for victims of family violence, domestic violence, or dating violence.

(g) The address or location of any shelter facility assisted that maintains a confidential location shall, except with written authorization of the person or persons responsible for the operation of such shelter, not be made public.

(1) Shelters which choose to remain confidential pursuant to this rule must develop and maintain systems and protocols to remain secure, which must include policies to respond to disruptive or dangerous contact from abusers, and

(2) Tribal governments, while exercising due diligence to comply with statutory provisions and this rule, may determine how best to maintain the safety and confidentiality of shelter locations.

§ 1370.5 What additional non-discrimination requirements apply to these programs?

(a) No person shall on the ground of actual or perceived sex, including gender identity, be excluded from participation in, be denied the benefits of, or be subject to discrimination under, any program or activity funded in whole or in part through FVPSA.

(1) FVPSA grantees and subgrantees must provide comparable services to victims regardless of actual or perceived sex, including gender identity. This includes not only providing access to services for all victims, including male victims, of family, domestic, and dating violence regardless of actual or perceived sex, including gender identity, but also making sure not to limit services for victims with adolescent children (under the age of 18) on the basis of the actual or perceived sex, including gender identity, of the children. Victims and their minor children must be sheltered or housed together, regardless of actual or perceived sex, including gender identity, unless requested otherwise or unless the factors or considerations identified in [§ 1370.5\(a\)\(2\)](#) require an exception to this general rule.

(2) No such program or activity is required to include an individual in such program or activity without taking into consideration that individual's sex in those certain instances where sex is a bona fide occupational qualification or a programmatic factor reasonably necessary to the essential operation of that particular program or

activity. If sex segregation or sex-specific programming is essential to the normal or safe operation of the program, nothing in this paragraph shall prevent any such program or activity from consideration of an individual's sex. In such circumstances, grantees and subgrantees may meet the requirements of this paragraph by providing comparable services to individuals who cannot be provided with the sex-segregated or sex-specific programming, including access to a comparable length of stay, supportive services, and transportation as needed to access services. If a grantee or subgrantee determines that sex-segregated or sex-specific programming is essential for the normal or safe operation of the program, it must support its justification with an assessment of the facts and circumstances surrounding the specific program, including an analysis of factors discussed in [paragraph \(a\)\(3\)](#) of this section, and take into account established field-based best practices and research findings, as applicable. The justification cannot rely on unsupported assumptions or overly-broad sex-based generalizations. An individual must be treated consistent with their gender identity in accordance with this section.

(3) Factors that may be relevant to a grantee's or subgrantee's evaluation of whether sex-segregated or sex-specific programming is essential to the normal or safe operations of the program include, but are not limited, to the following: The nature of the service, the anticipated positive and negative consequences to all eligible beneficiaries of not providing the program in a sex-segregated or sex-specific manner, the literature on the efficacy of the service being sex-segregated or sex-specific, and whether similarly-situated grantees and subgrantees providing the same services have been successful in providing services effectively in a manner that is not sex-segregated or sex-specific. A grantee or subgrantee may not provide sex-segregated or sex-specific services for reasons that are trivial or based on the grantee's or subgrantee's convenience.

(4) As with all individuals served, transgender and gender nonconforming individuals must have equal access to FVPSA-funded shelter and nonresidential programs. Programmatic accessibility for transgender and gender nonconforming survivors and minor children must be afforded to meet individual needs consistent with the individual's gender identity. ACF requires that a FVPSA grantee or subgrantee that makes decisions about eligibility for or placement into single-sex emergency shelters or other facilities offer every individual an assignment consistent with their gender identity. For the purpose of assigning a service beneficiary to sex-segregated or sex-specific services, the grantee/subgrantee may ask a beneficiary which group or services the beneficiary wishes to join. The grantee/subgrantee may not, however, ask questions about the beneficiary's anatomy or medical history or make demands for identity documents or other documentation of gender. A victim's/beneficiary's or potential victim's/beneficiary's request for an alternative or additional accommodation for purposes of personal health, privacy, or safety must be given serious consideration in making the placement. For instance, if the potential victim/beneficiary requests to be placed based on his or her sex assigned at birth, ACF requires that the provider will place the individual in accordance with that request, consistent with health, safety, and privacy concerns of the individual. ACF also requires that a provider will not make an assignment or re-assignment of the transgender or gender nonconforming individual based on complaints of another

person when the sole stated basis of the complaint is a victim/client or potential victim/client's non-conformance with gender stereotypes or sex, including gender identity.

(b) An organization that participates in programs funded through the FVPSA shall not, in providing services, discriminate against a program beneficiary or prospective program beneficiary on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice.

(1) Dietary practices dictated by particular religious beliefs may require reasonable accommodation in cooking or feeding arrangements for particular beneficiaries as practicable. Additionally, other forms of religious practice may require reasonable accommodation including, but not limited to, shelters that have cleaning schedules may need to account for a survivor's religion which prohibits him/her from working on religious holidays.

(c) No person shall on the ground of actual or perceived sexual orientation be excluded from participation in, be denied the benefits of, or be subject to discrimination under, any program or activity funded in whole or in part through FVPSA.

(1) All programs must take into account participants' needs and be inclusive and not stigmatize participants based on actual or perceived sexual orientation.

(d) All FVPSA-funded services must be provided without requiring documentation of immigration status because HHS has determined that FVPSA-funded services do not fall within the definition of federal public benefit that would require verification of immigration status.

(e) Grantees and subgrantees should create a plan to ensure effective communication and equal access, including:

(1) How to identify and communicate with individuals with Limited English Proficiency, and how to identify and properly use qualified interpretation and translation services, and taglines; and

(2) How to take appropriate steps to ensure that communications with applicants, participants, beneficiaries, members of the public, and companions with disabilities are as effective as communications with others; and furnish appropriate auxiliary aids and services where necessary to afford qualified individuals with disabilities, including applicants, participants, beneficiaries, and members of the public, an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity. Auxiliary aids and services include qualified interpreters and large print materials.

(f) Nothing in this section shall be construed to invalidate or limit the rights, remedies, procedures, or legal standards available to individuals under other applicable law.

(g) The Secretary shall enforce the provisions of [paragraphs \(a\)](#) and [\(b\)](#) of this section in accordance with section 602 of the Civil Rights Act of 1964 ([42 U.S.C. 2000d-1](#)). Section 603 of the Civil Rights Act of 1964 ([42 U.S.C. 2000d-2](#)) shall apply with respect to any action taken by the Secretary to enforce this section.

Program Standards for Member Organizations

Section A Administration and Management

RATIONALE

Clear governance is critical to an effective, organized, responsive organization. It lays the foundation for the way policy is established, needs are identified, and goals are achieved. The governing board establishes policy and the employees, at the direction of the director, implement the policies.

STANDARD #1

Each member organization will be a legal entity or part of a legal entity that has been classified as a tax-exempt organization under section 501(c)(3) of the Internal Revenue Code.

STANDARD #2

Each member organization has in place a written mission statement or, if applicable, a vision statement which reflects domestic violence as one of the core purposes.

STANDARD #3

Each member organization has a designated governing body that is a legally constituted group of individuals whose function is to oversee the operations of the member organization that includes compliance with its bylaws, contracts/subcontracts and with applicable local, state, and federal laws and administrative regulations.

STANDARD #4

Each member organization will have in place:

- a. Governing policies as set and adopted by the Board of Directors/Governing Body.
- b. Strategic plan adopted by their governing body reviewed at a minimum annually.
- c. Approved operational procedures.

STANDARD #5

Each member organization will have in place by-laws that reflect the following:

- a. Purpose of the organization
- b. Size of governing body
- c. Method of selection of governing members
- d. Terms of office
- e. Duties and responsibilities
- f. Regularity/frequency of meetings
- g. Committees
- h. Parliamentary procedures or Rules of Order
- i. Recording of minutes
- j. Method of amending bylaws
- k. Virtual meetings
- l. Votes by conference call, email, or other electronic methods

m. Board Member Compensation

STANDARD #6

Each member organization will have a board approved Conflict of Interest Policy regarding Board, Employee, Volunteers, and Clients addressing:

- a. Self interest in business transactions
- b. Professional boundaries
- c. Eligibility for services
- d. Dual relationships/roles
- e. Recusals
- f. Annual disclosures/agreement

STANDARD #7

Each member organization will have on file a copy of all CCADV contracts and agreements (i.e., Membership Agreement, Address Confidentiality Application Assistance Authorization).

STANDARD #8

Each member organization will maintain backup documentation of all CCADV reports (e.g., CCADV Quarterly Reports, Certification of Hours), and will provide them upon request.

STANDARD #9

Each member organization will have a policy outlining a critical incident response including but not limited to:

- a. Definition of incidents
- b. Person responsible
- c. Internal documentation
- d. When and if CCADV will be notified
- e. Follow up response

STANDARD #10

Each member organization will have a policy outlining policy and procedures in the event of a client death when in a residential facility and in the community. Policy and procedures should include but not be limited to:

Residential Clients:

- a. Police
- b. Next of kin
- c. Child and dependents of the client
- d. Residents and Children
- e. Belongings
- f. Client file
- g. Staff
- h. Facility management
- i. Chain of notification
- j. Universal precautions

Community Clients:

- a. Chain of notification

- b. Client File
- c. Staff
- d. Media response

STANDARD #11

Each member organization will have policies and procedures addressing the use of information technology, data management and social media. Including but not limited to:

- a. Safeguarding electronic information for employees, volunteers, interns, and clients
- b. Use and protection of:
 - b1. External memory devices (eg.USB, flash drive, jump drive, etc)
 - b2. Hard-drive storage
 - b3. Network systems backup
 - b4. Cloud-based applications
- c. Access to confidential electronic information
 - c1. Circumstances (e.g., remote access, smart phones, tablets, laptops, etc.)
 - c2. By title/area of responsibility
 - c3. Actions and procedures taken upon separation
 - c4. Funders and other stakeholders
- d. Guidelines for virtual support services
- e. Guidelines for mobile advocacy services
- f. Guidelines regarding organization and employee participation in social media settings
- g. Personal use of organization equipment and accounts

Section B Fiscal Management

RATIONALE

Each organization must maintain an internal structure, with policies and procedures, to guide the effective and efficient administration of any and all funds received and allocated by the member organization. Fiscal policies must align with USDOJ Financial Guide and OMB rules.

STANDARD #12

Each member organization will have in place clearly written and communicated financial policies and procedures which adequately address proper federal internal control. They include but are not limited to the following:

- a. Adequate segregation of duties between preparation, review and record keeping
- b. Data entry controls and edit checks.
- c. Personnel with adequate knowledge and experience to perform responsibilities.
- d. Assets, including cash, are secured.
- e. Ongoing monitoring through independent reconciliations and management review of transactions and reporting.
- f. The governing Board conducts regular meetings where financial information is reviewed, and programmatic results are discussed.
- g. Include a section regarding procedures which guide online banking (pin holder, who has access, level/type of access).
- h. Debit /credit cards

STANDARD #13

Each member organization will ensure financial information is adequately recorded in a form and time frame which allows timely reporting and communication following these basic guidelines:

- a. The accounting system provides for the separate recording and identification of federal, state, and other transactions and allocation of those transactions applicable to one or more funding sources.
- b. Transactional processing must involve the appropriate authorization and backup documentation particularly for the following types of transactions:
 - b1. Accounts receivable
 - b2. Disbursement and reconciliation of petty cash
 - b3. Invoice/expense approval
 - b4. Disbursement authorization and check signing authority
 - b6. Back up documentation
 - b7. Payroll, taxes, and benefits
 - b8. Monthly bank reconciliations
- c. Reconciliations and reviews are performed on a regular basis to ensure accuracy of reporting.
- d. Reports provided in a timely fashion to managers and governing Board for review and appropriate action.
- e. Accurate information is readily accessible.

STANDARD #14

Each member organization will have in place a process for developing an annual organization and programmatic budget. The process must include the following:

- a. Development of a detailed line-item budget for each funded program as well as the organization as a whole.
- b. The proposed organization budget must be reviewed and approved annually by the governing Board.
- c. The governing Board must regularly review financial results as compared to approved budget.
- d. A governing Board approved process must be in place to address any possible budget modifications throughout the program term or fiscal year.

STANDARD #15

Each member organization will have in place documents identifying CCADV federal, state, and other award information inclusive of related transactional activity and reporting.

- a. Contracts must be available to identify federal/state awards which include program name, amount of award, CFDA or SID number, contract term and any applicable compliance requirements.
- b. Reporting of grant/contract transactional activity must be completed and submitted on a timely basis.
- c. Such reporting must be reviewed and approved by an appropriate level of management.
- d. Documentation and approval of any transactional activity charged to any contract.
- e. Vendors – annual review of vendors, securing new vendors, proposals, and procedures for determination.

STANDARD #16

Each member organization will also have in place an approved Cost Allocation Plan which clearly defines the cost allocation process and is compliant with both federal and state cost standards ensuring awards are expended only for allowable activities and expenses.

- a. A written Cost Allocation Plan must be approved by the governing Board.
- b. Management must regularly review the Cost Allocation Plan and ensure transactions are recorded in accordance with the Plan.
- c. The accounting system provides for the separate recording and identification of federal, state, and other transactions and allocation of those transactions applicable to one or more funding sources.
- d. Process in place for timely updating of procedures and Plan for changes in activities or cost principles.
- e. Management and financial personnel must be familiar with allowable and unallowable expenditures.

STANDARD #17

Each member organization will have an annual independent audit of its financial statements. Audits must be conducted in accordance with the federal and state single audit requirements if applicable.

- a. The internal control process routinely tests for compliance with federal and state requirements.

- b. The governing Board and management will meet with external auditors to review and approve audited financial statements.
- c. The audit identifies any deficiencies in internal control or other findings.
- d. Management will have a process in place for addressing any reported deficiencies or findings and ensuring that timely corrective action has been taken.
- e. The governing Board reviews and approves the annual audit reports and ensures any potential corrective action.

STANDARD #18

Each member organization will have in place or on file the following information:

- a. Method of accounting (Accrual or Cash)
- b. Executed Membership Agreements
- c. Federal and State contracts
- d. 990 Filing
- e. Secretary of State Filing
- f. Cost Allocation Plan
- g. Proof of Insurance meeting all CCADV applicable contract requirements (inclusion for documentation section: general organization liability, auto/drivers (stand alone and/or referenced), directors & officers, (optional) employment practices insurance, workers comp

STANDARD #19

Each member organization will have a record-keeping system established to ensure accounting records and documentation are retained for the required time and the provisions of laws, regulations, contracts, or grant agreements.

- a. Backup documentation of all expenditures for all CCADV subcontracts.
- b. The governing Board or committee thereof must have approved a document retention and destruction policy, that prohibits alteration or destruction of documents related to official proceedings.

Section C

Documentation of Services

RATIONALE

Each organization must maintain policies and procedures that ensure the delivery of services is documented, confidential and always securely maintained. Policies and procedures shall follow all state and federal laws and regulations.

STANDARD #20

Each organization will develop model policies and procedures that identify the following:

- a. File Management
- b. Staff access to files
- c. Client access to files
- d. Release of Information
- e. Assessment
- f. Intake
- g. Case Notes
- h. Case Status
- i. In person, virtual or digital
- j. Recording of calls or virtual services
- k. Document retention
- l. File destruction

STANDARD #21

Each member organization will maintain a current listing of traditional and nontraditional community resources including, but not limited to those listed below. The listing will include the direct contact where a partnership has been established. Referrals will be documented and note the reason or need. All referrals shall be client centered and culturally responsive.

- a. Emergency service phone numbers
- b. Emergency and other transportation services
- c. Counseling services for adults, children, youth, and families
- d. Medical and health care services
- e. Elderly support services
- f. Dentistry services
- g. Lesbian, gay, bi-sexual, transgender, and any other sexual orientation or identity
- h. Alcohol and drug related services
- i. Services for the physically and developmentally challenged
- j. Sexual assault services
- k. Support services for
- l. Legal services
- m. Child protective services, child guidance services
- n. Housing alternatives
- o. Parenting education and resources, childcare services
- p. Department of social services and related services
- q. Adolescent services and agencies
- r. Continuing education and job training
- s. Translation/interpreter services
- t. Offender/abuser services

Section D Facilities Management

RATIONALE

Each member organization must maintain a physical structure that is appropriately accessible, functional, safe and secure for the individuals served, as well as employees and volunteers.

STANDARD #22

Each member organization will ensure all offices and facilities are trauma-informed and welcoming to all with demonstrated attention to key principles of safety, empowerment, trust, choice, and collaboration.

STANDARD #23

Each member organization will be in compliance with the CCADV monitoring checklist. Each member organization will maintain a calendar for review and replacement of essential items and safety measures. Member agencies cannot accept any used mattresses, pillows, or baby items such as car seats, highchairs, cribs, stuffed animals, and/or pack-n-plays. The following will be reviewed and inspected on site:

- a. Certificate of Occupancy/Rooming licenses (as applicable)
- b. Fire Alarm System
- c. Security Alarm System
- d. Security specific to client files including but not limited to: locked file cabinets, locked rooms, servers, database, and cloud applications
- e. Security specific to client files including but not limited to: two factor authentication, passwords and security measures on all computers containing client information
- f. Fire sprinklers and/or fire extinguishers
- g. Exit Signs
- h. Posted evacuation plans
- i. Posted signs for emergency situations
- j. Telephone that is accessible to clients 24 hours per day
- k. Computer accessible 24 hours a day
- l. First aid kit (s) that are accessible 24 hours per day
- m. Infectious disease equipment including bleach, gloves, etc.
- n. Sharps box
- o. Emergency preparedness kits/disaster supplies
- p. Labor law postings
- q. Signs and materials demonstrating accessibility for clients with Limited English Proficiency
- r. Organization services accessible to persons with disabilities (e.g., Video Phone, Bathroom, Signage/Postings, etc.)
- s. Client's rights postings
- t. Posted signs for universal precautions in all bathrooms and kitchens
- u. Signs or materials demonstrating representation of underserved populations
- v. Crime Victim Compensation information (brochures and/or posters) available in a prominent location within the facility
- w. Designated indoor children's space

- x. Designated outdoor children's space
- y. New cribs and/or pack "n" play with expiration dates
- z. New car seat, infant, convertible, and booster seats with expiration dates
- aa. Food supplies
- bb. Basic living needs 24 hours per day (food, clothing, laundry detergent, hygiene items including culturally specific)
- cc. Building structure including, doors, windows and other accesses that are intruder resistant and child safe

STANDARD # 24

Each member organization will be in compliance with the Americans with Disabilities Act (ADA). In areas where full compliance cannot be demonstrated, a plan for access and service provision will be in place. Each organization will demonstrate concrete progress toward full compliance through:

- a. Training for employees
- b. Work plan or strategic plan
- c. Written procedures
- d. Documentation

STANDARD #25

Each member organization will have designated, maintained, and utilized private indoor and outdoor spaces specifically designed for working with children and youth of all ages.

Section E

Safety and Crisis Response

RATIONALE

There are safety risks associated with domestic violence, as well as the potential for general safety issues inherent in the work we do. Safety risks can involve the clients we serve, the partners they may have left, our facilities. Each organization must be committed to providing services in a trauma informed manner that reduces risk and increases safety for residential and community clients, employees, and volunteers.

STANDARD #26

Each member organization will have written policies, procedures and provide training that defines how employees/volunteers will respond to medical and behavioral health crises, including response to workplace violence. Procedures must be reviewed with residents at least monthly and with staff at least twice annually. Procedures will include assessments, external threats, internal threats, and training for circumstances including but not limited to:

- a. A behavioral health crisis of a client, including potential suicide prevention and intervention
- b. A verbally or physically aggressive altercation between residents
- c. A potential intruder, or unsafe/unplanned arrival of an intruder to a site location
- d. Guidelines for staff response including managing the safety of the residents and calling for emergency help (911)
- e. When and how a residential program may need to implement sheltering in place in response to a potential threat by a person
- f. Guidelines for staff response for the care of unattended children

STANDARD #27

Each member organization will have written policies, procedures and provide training addressing response to medical emergencies including transmission of infectious disease. Each member organization will have at least one employee/volunteer certified in First Aid/CPR during all hours of operation, at each facility and/or satellite location.

The procedures will include, but not be limited to, the following:

- a. Universal precautions to be taken by employees /volunteers
- b. Necessary equipment to be available
- c. Training for employees/volunteers
- d. Signs for universal health precautions in all organization locations where clients are served
- e. Equal treatment for all clients regardless of health status

STANDARD #28

Each member organization will develop a disaster plan, to be reviewed annually, for organization office, residential, and satellite locations. Emergency evacuation plans must be reviewed with residents at least monthly and employees twice a year. Disaster plans will include the following considerations:

- a. Natural disaster circumstances, public health emergencies or facilities equipment failures that require evacuation
- b. Natural disaster circumstances, public health emergencies or facilities equipment failures that require sheltering in place
- c. Communication and procedures for co-located staff
- d. Communications and public message
- e. Procedures for handling the hotline
- f. Procedures to maintain delivery of services

STANDARD #29

Each member organization will hold a minimum of one fire drill in all residential facilities each quarter.

STANDARD #30

The AMBER Alert System is to instantly notify the entire state, so everyone may assist in the search for the safe return of the child. Each member organization will have a policy and procedure that aligns with the CCADV Amber Alert policy. The procedure will include steps to:

- a. Ensure the safety of the missing child(ren).
- b. Ensure the safety of the victim of domestic violence.
- c. Clear the AMBER Alert System without violating confidentiality.
- d. Inform CCADV of the identification of the victim and/or children.

STANDARD #31

Each member organization will have a policy and procedure that aligns with the CCADV Silver Alert policy. This will include procedures to:

- a. Ensure the safety of the missing victim of domestic violence.
- b. Clear the Silver Alert System without violating confidentiality.
- c. Inform CCADV of the identification of the victim and/or children.

Section F Personnel

RATIONALE

The cornerstone for excellent service delivery is the strength and diversity of its employees. Successful candidates for employment will demonstrate the ability to approach work from a client centered, trauma informed and empowerment-based framework.

STANDARD #32

Each member organization will have policies and procedures for human resources management for employees and volunteers in compliance with federal and state law that includes but is not limited to:

- a. EOE Statement (if applicable)
- b. Criminal Background Checks may include fingerprinting, as applicable
- c. Child Abuse Background Checks
- d. Emergency contact information
- e. Sexual harassment
- f. Drug free workplace
- g. Termination
- h. Driver's license and proof of vehicle insurance
- i. Grievance
- j. Whistleblower
- k. Supervision
- l. Affirmative Action Policy (as applicable) or Department of Labor workforce analysis
- m. Diverse hiring and recruitment plan (for employees and volunteers)
- n. Code of Conduct
- o. Social Media
- p. Domestic Violence as a protected class
- q. When a client transitions to employee, intern, or volunteer
- r. Orientation to organization operational and program policies & procedures
- s. Suitability determination to work with minors, if applicable

STANDARD #33

Each member organization will have employee and volunteer (as applicable) files containing:

- a. Application
- b. Resume
- c. Proof of Education
- d. Criminal Background Check
- e. Child Abuse Background Check
- f. DMV Check
- g. Employment Eligibility Verification
- h. Employee emergency contact
- i. Signed Confidentiality Agreement
- j. Signed receipt of organization Policies & Procedures

STANDARD #34

Each member organization will have job descriptions for all employees, interns, and volunteers.

STANDARD #35

Each member organization will have a written organizational chart.

STANDARD #36

Each member organization will post all required state and federal labor laws.

Section G Volunteer Services

RATIONALE

Volunteering is one the most effective ways for an individual to give back to their community and to make a difference.

STANDARD #37

Each member organization may utilize volunteers to assist in providing services to victims or supporting the overall work of the organization. Volunteers may provide direct services to victims of domestic violence, in-direct services to the organization, and/or one-time services in the community. Volunteers should demonstrate both education and experience when substituting for subcontract positions. Interns volunteering within their area of study can be utilized on a case-by-case basis.

Direct service volunteers/interns must be Certified Domestic Violence Counselors per CGS 52-146k. & subject to the same screening, training, and documentation as paid personnel relative to the functions they perform. Direct Service Volunteers/Interns are subject to:

- a. Criminal Background Check may include fingerprinting, as applicable
- b. Child Abuse Background Check
- c. DMV Check (if applicable)
- d. Signed Confidentiality Agreement
- e. Application
- f. Resume
- g. References
- h. Proof of Education

In-Direct service volunteers/interns must provide:

- a. Signed Confidentiality Agreement
- b. Volunteer Application and/or Resume
- c. References

One-time volunteers (i.e., Day of Caring) must complete:

- a. Signed Confidentiality Agreements

Section H Certification/Training

RATIONALE

All member agencies will demonstrate they are striving for excellence in service provision by making every effort to keep current with best/promising practices in the field of domestic violence. All services must be provided for victims and their child(ren) by a Certified Domestic Violence Counselor as defined by CGS 52-146k.

STANDARD #38

Each member organization will ensure that every direct service employee, volunteer, intern, supervisor, and executive director successfully completes 20 hours of training and is certified as a domestic violence counselor, per CGS 52-146k, before providing services to clients or having access to client files and records. The executive/program director and other administrative staff must be certified within the first four months of employment. Organization will maintain accurate certification records on file.

STANDARD #39

Each member organization will ensure that the 20-hour certification/training, per CGS 52-146k, will include the following:

- a. Domestic violence, including its effects on adults, youth, children and other victims
- b. Crisis intervention strategies and techniques
- c. Safety Planning
- d. Survivor Defined Advocacy
- e. Trauma-informed services, including strengths-based and resiliency applications
- f. Communication skills
- g. Working with diverse populations, including discussions of racism, homophobia, heterosexism, sexism, and other forms of oppression and privilege
- h. The legal system, protections, and options available to victims
- i. Information about state and community resources for domestic violence victims
- j. Sexual violence
- k. Issues related to child sexual and physical abuse
- l. Immigration and Trafficking
- m. Confidentiality policies and protections
- n. History and philosophy of the domestic violence movement
- o. All mandatory reporter requirements as required by federal and state statute

STANDARD #40

Each member organization will ensure that all supervisory employees, regardless of title, have access to and attend training sufficient to ensure their knowledge and skill in both personnel management and domestic violence.

STANDARD #41

Each member organization will ensure that all direct service employees, interns, active volunteers, supervisors, and Executive Directors/Program Directors attend a minimum of 6 hours of additional training a year. The training topics will pertain to

issues of domestic violence and other topics relevant to maintaining certification per CGS 52-146k. The organization will keep on file records of additional training completed by each employee/volunteer that will include information on the training topics and the number of hours completed.

Section I Confidentiality

RATIONALE

Confidentiality is both a legal and ethical mandate required for the protection and safety of clients and employees.

STANDARD #42

Each member organization will have a client confidentiality policy that holds adult, child and youth client information as confidential. This policy will also outline the circumstances under which such confidentiality might be breached and/or waived. Employees, interns, volunteers, and board members will read, sign and agree to this policy.

STANDARD #43

Each member organization will have a policy outlining how residential, community and FVVA clients' permission to release information will be acquired, including the documentation of written and verbal consent. Release of information documentation will include, but not be limited to, the following:

- a. To whom the information will be released
- b. What information will be shared
- c. Manner information can be released
- d. The length of time release is valid
- e. A process for revoking release

Member agencies will not accept a third-party release of information.

STANDARD #44

Each member organization will have a policy to define the following:

- a. Under which circumstances information disclosed by a child will be shared with the child's parents
- b. How clients can access their own files. Clients will know of their right to access their files through the *Clients' Rights* posting
- c. Which employees and volunteers in their organization will have access to client records and files
- d. Who on their board of directors will have access to client records and files
- e. Who in their governing organization, if applicable, will have access to client records and files
- f. Under which circumstances funders will have access to client names and files
- g. How the organization will respond to subpoenas which request the release of client information
- h. The safeguarding of residential, community and FVVA client files, records, logs and other written information from improper access and use including the transportation and off site use of client files
- i. Clients holding the location as confidential
- j. Identification of those in the domestic violence organization and those on the board of directors who will know of the location of the shelter
- k. How decisions will be made to allow others to know of the location

- l. How confidentiality is reviewed with support or psycho-educational group clients
- m. How confidentiality is reviewed with residential clients
- n. How confidentiality is reviewed with community clients
- o. Electronic transmission of client records
- p. Limits and exceptions to confidentiality including but not limited to:
 - p1. Duty to warn
 - p2. Imminent risk to self or others
 - p3. Mandated reporting
 - p4. Case conference/supervision within the organization
- q. Principles of informed consent
- r. Client and employee interaction
- s. Maintaining confidentiality when former clients transition to employee, intern or volunteer role
- t. Use of social media and mobile electronic devices
- u. Use of clients and/or client stories in fundraising, social media, newsletters, videos, reports, and other organization communications, including training purposes

Section J

Mandatory Reporters of Abuse, Neglect and Exploitation

RATIONALE

Domestic violence counselors as defined in section 52-146k are legislatively mandated reporters of suspected abuse, neglect, or exploitation of certain groups of people.

STANDARD #45

Each member organization will have written policies and procedures for reporting child abuse. Agencies will ensure that their policies and procedures are in compliance with Connecticut General Statute 17a-101. Organization employees/volunteers/interns will be trained in implementing the policies and procedures.

STANDARD #46

Each member organization will have written policies and procedures for reporting abuse against a person with intellectual disabilities. Agencies will ensure that their policies and procedures are in compliance with Connecticut General Statute 46a-11b. Organization employees/volunteers/interns will be trained in implementing the policies and procedures.

STANDARD #47

Each member organization will have written policies and procedures for reporting abuse of a resident of a long-term care facility. Agencies will ensure that their policies and procedures are in compliance with Connecticut General Statute 17b-407. Organization employees/volunteers/interns will be trained in implementing the policies and procedures.

STANDARD #48

Each member organization will have written policies and procedures for reporting abuse of the elderly. Organization employees/volunteers/interns will be trained in implementing the policies and procedures.

Section K Core Services

RATIONALE

Each organization's response to victims of domestic violence must be comprehensive, trauma-informed, client centered, empowerment based, strengths-based, and address the complexity of domestic violence individual to each person. Each member organization will offer services to meet the needs of all clients as they identify, with respect and cultural sensitivity.

STANDARD #49

Each member organization will ensure they are in compliance with all federal and state statutes relative to meeting the needs of all individuals experiencing domestic violence and dependents as applicable. Agencies will provide a continuum of services in support of client advocacy and case management goals to both residential and community clients. Providing services through referral to another organization alone is not a substitute for direct service provision. Services will be provided to the following individuals including but not limited to:

- a. Persons with physical, cognitive, psychiatric, or sensory disabilities
- b. Persons with limited English proficiency
- c. Women, Men, Transgender, and any other gender identity
- d. Gay, lesbian, bi-sexual and any other sexual orientations
- e. Elderly
- f. Dependent children, youth and adults of all ages as defined by the client
- g. Household members subject to the abuse
- h. Persons of all races, ethnicities, cultures, religions, ages, marital status
- i. Unaccompanied youth

STANDARD #50

Each member organization will ensure they are in compliance with all federal and state statutes relative to meeting the needs of all victims of domestic violence. Agencies will provide a continuum of services in support of client advocacy and case management goals. Assistance, support and advocacy services to both residential and community clients and their children including but not limited to:

- a. 24-hour hotline
- b. Safety planning
- c. Risk assessment
- d. Needs assessment
- e. Emergency shelter
- f. Support/education groups
- g. Domestic violence counseling/advocacy
- h. Children's services and advocacy
- i. Legal system advocacy
- j. Medical advocacy
- k. Substance abuse advocacy
- l. Behavioral health advocacy
- m. Housing advocacy
- n. Other social service advocacy

- o. Transportation to meet emergency needs and all case management goals (at a minimum as specified in Department of Social Services contract)
- p. Information, education, and referral
- q. Basic living needs
- r. Application assistance, support, and advocacy for:
 - r1. OVS victim compensation program
 - r2. OVS SAVIN
 - r3. Safe at Home (address confidentiality)
 - r4. Witness Protection

STANDARD #51

Each member organization will have a minimum of one employee who will serve as a key resource to other employees with heightened awareness, proficiency, and competence regarding:

- a. Legal Advocacy
- b. Accessibility
- c. Diversity, Equity, and Inclusion
- d. Law Enforcement Advocacy
- e. Trafficking
- f. Immigration
- g. Children, youth, and family services
- h. Trauma informed services
- i. Primary prevention
- j. Behavioral health, Substance use
- k. Housing Advocacy

STANDARD #52

Each member organization will ensure that *Safety Planning - Client Defined Advocacy* is being used with all clients, including dependent children of any age, at the time of initial contact and throughout all continued contact.

STANDARD #53

Each member organization will provide services in a manner that responds appropriately to the diversity of the region it serves.

STANDARD #54

Each member organization will have written procedures that address how the organization responds and how employees/volunteers will directly meet the emergency needs of individuals with limited English proficiency and deaf/ hearing impaired individuals.

STANDARD #55

Each member organization will have written client grievance procedures. These procedures will be known by employees and volunteers and made available upon request to clients. Clients will know of their right to grieve through the *Clients' Rights* posting. Clients will be informed of their rights, in the following ways at a minimum:

- a. Written copy of "Client's Rights"
- b. Written copy of organization Grievance
- c. Orientation of "Client's Rights" at intake

- d. Orientation of Grievance procedures at intake
- e. Discussion at any time upon request
- f. Postings

STANDARD #56

Each member organization will have policies and procedures regarding health care advocacy to include but not be limited to case management regarding:

- a. Medication
- b. Substance Use
- c. Behavioral Health
- d. Service Animals

STANDARD #57

Each member organization will have written policies and procedures that address how to provide on-site care for pets or advocacy and referral for offsite temporary care of a pet while a client is receiving emergency residential services. Member agencies cannot request deposit fees for damages or charge any costs for pet needs.

Section L Crisis Hotline Services

RATIONALE

The needs of victims of domestic violence and their children are often immediate and may require direct access to services twenty-four hours a day seven days a week.

STANDARD #58

Each member organization will manage its Hotline in the manner that is outlined below:

- a. The hotline will be answered by a certified domestic violence counselor 24 hours a day, 365 days a year
- b. Agencies will have a designated domestic violence telephone line that serves as the hotline
- c. The hotline will be answered “domestic violence hotline”
- d. For unlikely emergency situations agencies must have a backup plan, to be certain client calls are responded to within 15 minutes from a certified domestic violence counselor
- e. Only domestic violence counselors will make determinations regarding hotline calls and/or screen the calls
- f. Will have protocols and procedures for the Lethality Assessment Program
- g. Will have procedures for responding to simultaneous requests
- h. Will have procedures for answering the hotline during emergencies such as a disaster or power outage

STANDARD #59

Each member organization will abide by the principle that the member organization who receives the initial call from a client is responsible for that caller throughout the entire process of accessing community or residential services (including hotels as appropriate). The member organization will coordinate services and transportation and initiate referrals to other member agencies as needed through direct contact with CCADV member agencies.

Section M Residential Services

RATIONALE

Residential domestic violence services are a critical component of safety for victims and their children. All services are provided in a manner that is both client-defined and trauma-informed, treating all individuals with dignity and respect.

STANDARD #60

Each member organization will have a certified domestic violence counselor available 24 hours a day that will be able to assess requests for shelter and arrange for immediate intake into a domestic violence shelter or hotel, manage, respond to crises, and provide case management services for their residential programs. Emergency shelter is short-term housing and related supportive services provided in a safe, protective environment.

Each member organization will ensure that a certified domestic violence counselor will be physically present to admit clients into their shelter or a hotel. For the purpose of providing services, all clients placed in a hotel will be considered shelter clients through the duration of their stay.

Each member organization will follow the *CCADV Referral and Transportation Protocol* adopted by the CCADV membership when referring clients to other member agencies.

STANDARD #61

Each member organization will have written procedures regarding intake into residential programs including eligibility for admission, criteria for denial, length of stay, extensions and re-entry. With safety being the primary consideration, the criteria for admission and/or denial will be in compliance with *CCADV Policy and Guidelines for Shelter Services*, the United States Department of Health and Human Services – Family Violence Prevention and Services Act as administered by the CT Department of Social Services.

Each member organization will follow the Family Violence Prevention and Services Act admission and/or denial criteria and use only the *CCADV Universal Intake* adopted by the CCADV membership when considering clients for admission to emergency residential services and/or referring clients to other member agencies.

STANDARD #62

Each member organization will have written criteria that define the circumstances under which a resident may be asked to leave a residential program. Agencies will ensure residents are made aware of the criteria. Agencies will have procedures to ensure a safe transition for residents and their children who are asked to leave.

Written criteria must be in compliance with the United States Department of Health and Human Services – Family Violence Prevention and Service Act and *CCADV Policy and Guidelines for Shelter Services*.

STANDARD #63

Each member organization will provide every individual experiencing domestic violence access to basic living needs including, but not limited to, food, clothing, hygiene items, and emergency medical needs.

Procedures must be in compliance with the United States Department of Health and Human Services – Family Violence Prevention and Service Act and *CCADV Policy and Guidelines for Shelter Services*.

STANDARD #64

Each member organization will provide housing advocacy to support individuals and/or families in transition to identify safer and sustainable housing options. Housing advocacy will prioritize the safety and security of individuals and/or families seeking assistance.

Section N

Child, Youth and Family Services

RATIONALE

A responsive organization understands the impact of domestic violence on children, youth, and families. This requires deliberate, child and youth-centered interventions to support overall wellness of families served. The expectation is that services provided to children and youth will be on par with services provided to adults.

STANDARD #65

Each member organization will provide advocacy and support services to community children, youth and families experiencing domestic violence.

All services will be delivered in an age-appropriate manner. These services include but are not limited to:

- a. Crisis intervention
- b. Intake
- c. Comprehensive needs assessment
- d. Individual and family service plan
- e. Information and referral
- f. Safety planning with parent/caregiver and children
- g. Individual supportive counseling
- h. Supportive contacts
- i. Activity group or therapeutic play groups
- j. Psycho-educational groups
- k. Advocacy with outside systems
- l. Risk assessment
- m. Case management
- n. Trauma/informed services, including strengths-based and resiliency applications
- o. Information about domestic violence in an age-appropriate manner

STANDARD #66

Each member organization will have employees that will respond to the needs of residential children and youth in an age-appropriate manner. Each member organization will provide the following services for residential children and youth:

- a. Crisis intervention
- b. Intake
- c. Orientation to residential site
- d. Educational placement/enrollment
- e. Comprehensive needs assessment
- f. Individual and family service plan
- g. Information/referral
- h. Safety planning with parent/caregiver and children
- i. Individual supportive counseling
- j. Supportive contacts
- k. Activity group or therapeutic play groups
- l. Psycho-educational groups
- m. Advocacy with outside systems

- n. Risk assessment
- o. Case management
- p. Trauma informed services, including strengths-based and resiliency applications
- q. Information about domestic violence in an age-appropriate manner

Section O

Legal Advocacy Services

RATIONALE

Victims have the right to information, support, and advocacy within and about the criminal justice systems and civil courts.

STANDARD #67

Each member organization will work with and on behalf of individuals experiencing domestic violence to assist with legal rights, needs and remedies. Legal Advocacy services must support and empower victims as they explore their legal options.

In addition to core services, direct services will include but not be limited to information, application and assistance, and advocacy regarding:

- a. Civil court process
- b. Criminal court process
- c. Protective orders
- d. Restraining orders
- e. Divorce
- f. Custody
- g. Housing
- h. Immigration
- i. Trafficking
- j. Probate
- k. Child protective services
- l. Law enforcement
- m. Military
- n. Veterans' services
- o. Corrections

STANDARD #68

Each member organization will demonstrate a connection with legal aid including but not limited to outreach and partnership.

STANDARD #69

Each member organization will demonstrate a connection with law enforcement including but not limited to outreach and partnership.

STANDARD #70

Each member organization will demonstrate a connection with immigration work including but not limited to outreach and partnership.

STANDARD #71

Each member organization will demonstrate a connection with trafficking work including but not limited to outreach, partnership, demographic study assessment and case management review.

Section P Communications

RATIONALE

Victims of domestic violence may not know that help is available, abuse is unacceptable, and abuse may constitute a criminal offense. It is critical that domestic violence agencies supplement their direct service work with public awareness, education, and media relations. Outreach efforts to the general population about services need to be carried out on an ongoing basis.

STANDARD #72

Each member organization will actively work to increase awareness of their services to victims of domestic violence in their catchment area through earned media, social media, materials, and/or public service announcements.

STANDARD #73

Each member organization will work to increase awareness to victims in their catchment area to underserved populations including but not limited to:

- a. Ethnically and linguistically diverse populations
- b. Elderly
- c. Lesbian, gay and bi-sexual
- d. Transgender
- e. People with disabilities/functional abilities and limitations
- f. Adult males
- g. Faith-based

STANDARD #74

Each member organization will have policies and procedures which guide their response to the media. These include but are not limited to:

- a. Identifies a person or persons authorized to speak to the media
- b. Expected time frame for a response
- c. Defines core principles that will guide the response including:
 - c1. Client confidentiality
 - c2. Non-disclosed locations
 - c3. Framing the response in the context of domestic violence

Section Q

Community Education & Training

RATIONALE

Changing the culture of our communities to respond in the best interest of victims and survivors of domestic violence and their children requires both increasing community knowledge of domestic violence and enhancing the capacity of systems to respond.

STANDARD #75

Each member organization will provide Community Education programs in their catchment area that include information about domestic violence and service availability. These programs will be provided to the following:

- a. Civic groups and organizations
- b. Community groups
- c. Religious groups
- d. Culturally specific organizations
- e. Businesses

STANDARD #76

Each member organization will provide Training and Professional Development programs in their service area designed to improve the skill sets of professionals responding to victims of domestic violence, to the following groups:

- a. Law enforcement
- b. Health Care providers
- c. Faith-based
- d. School professionals
- e. Behavioral health/substance professionals
- f. Social service providers
- g. Culturally specific organizations
- h. Employers
- i. First responders

Section R Primary Prevention

RATIONALE

Primary Prevention is an effective strategy to change the social conditions and beliefs that allow interpersonal violence to continue. Optimal approaches will reduce and target risk factors and strengthen protective factors.

STANDARD #77

Each member organization will integrate Primary Prevention Strategies and activities as follows:

- a. Designated employee(s), as determined by management, will receive periodic primary prevention training.
- b. Organization Prevention Programs will utilize the input and guidance offered by the CT Statewide Prevention Plan in their programming.
- c. Member agencies will be trained in and utilize evidence-based practices and/or curricula.

STANDARD #78

Each member organization will provide primary prevention programs to children and youth in the community through schools and other organizations. All education services will be delivered using age-appropriate curricula.

Section S Systems Advocacy

RATIONALE

An active and engaged membership is essential to impact positive change across multiple systems for all individuals who experience domestic violence.

STANDARD #79

Each member organization will take an active role in developing and maintaining on-going relationships with the systems that impact victims of domestic violence, such as:

- a. Child Protective Services
- b. Department of Social Services
- c. Court Support Services
- d. Court personnel
- e. Law enforcement
- f. Behavioral health/Trauma providers
- g. Community providers for children and youth
- h. Substance Abuse providers
- i. Health Care Providers
- j. Community based providers
- k. Education
- l. State and Local Government
- m. Early Childhood
- n. Faith-Based Organizations
- o. Corrections
- p. Immigration
- q. Trafficking
- r. Military and Veterans services

STANDARD #80

Each member organization will take an active role in public policy and legislative advocacy with activities including but not limited to:

- a. Raise awareness of domestic violence with their state delegation
- b. Testifying for at least one of CCADV's legislative/policy priorities each legislative session.
- c. Participating in a majority of the advocacy alerts that CCADV sends (either stand-alone emails or as part of the member monthly mailing or policy update

Section T

Continuous Quality Improvement

RATIONALE

Continuous quality improvement is an interactive process dependent upon a culture of curiosity, learning and a focus on maximizing positive impact. The aim is to develop organization culture and processes that will make the best possible use of both human and fiscal resources to provide the highest quality services possible. The information and feedback generated will be organization-wide, strategic, culturally specific, trauma-informed, objective and comprehensive.

STANDARD #81

Each member organization must create multiple opportunities for client feedback that are voluntary and anonymous including but not limited to:

- a. Written (individual & group)
- b. Verbal (individual & group)
- c. Focus Group
- d. Client feedback surveys and Satisfaction surveys
- e. Exit surveys

STANDARD #82

Each member organization will seek to build ownership over program quality improvement at all levels of the organization and to empower employees and other stakeholders to ask and answer questions about the organization's practice that will lead to quality improvement. Opportunities will include but not be limited to:

- a. Written (individual & group)
- b. Verbal (individual & group)
- c. Focus Group
- d. Exit surveys
- e. Advisory board (client, board of directors, or committee)

STANDARD #83

To tie together organizational learning and practice improvement, each member organization will have a process through which feedback is:

- a. Encouraged
- b. Reported
- c. Gathered
- d. Reviewed
- e. Compiled
- f. Utilized
- g. Stored/Maintained