Table of Contents

Introduction
Virginia Sexual and Domestic Violence Action Alliance.......................... 3
Purpose and Philosophy of Accreditation.............................................. 4
History of Accreditation........................................................................ 4
Defining Virginia’s Sexual & Domestic Violence Agencies ..................... 6
Terms Defined in the Glossary.............................................................. 8

Application & Accreditation Process
Section I Accreditation Review Panel.................................................. 10
Section II Application Fee.................................................................... 11
Section III Process Timeline................................................................. 11
Section IV Application Process............................................................. 11
Section V Revisions to the Accreditation Criteria or Process .............. 14

Accreditation Criteria: Agency Administration
Section I Agency Governance............................................................... 16
Section II Agency Administration......................................................... 17
Section III Staff Training...................................................................... 18
Section IV Volunteer Program Management ....................................... 19
Section V Record Keeping & Confidentiality....................................... 20

Accreditation Criteria: Sexual & Domestic Violence Services
Item 1 Hotline..................................................................................... 22
Item 2 Information & Referral............................................................... 22
Item 3 Crisis Intervention..................................................................... 22
Item 4 Safety Planning......................................................................... 22
Item 5 Emergency Companion Services.............................................. 22
Item 6 Emergency Transportation......................................................... 22
Item 7 Individual Support Services....................................................... 23
Item 8 Legal Advocacy......................................................................... 23
Item 9 Support Groups......................................................................... 23
Item 10 Children’s Services................................................................. 24
Item 11 Community Coordination & Systems Advocacy.................... 24
Item 12 Community Education............................................................. 24
Item 13 Emergency Housing Services................................................ 25
Item 14 Outreach and Access for Underserved Populations............... 26

Appendices
I. Glossary......................................................................................... 27
II. Staff and Volunteer/Intern Training Topics.................................... 30
Introduction

VIRGINIA SEXUAL AND DOMESTIC VIOLENCE ACTION ALLIANCE

The Virginia Sexual and Domestic Violence Action Alliance (Action Alliance) was formed when Virginians Aligned Against Sexual Assault (VAASA) and Virginians Against Domestic Violence (VADV) merged on October 1, 2004. The Action Alliance is a membership organization and is Virginia’s statewide coalition of sexual and domestic violence agencies, individual citizens, organizations, and other groups interested in addressing the prevention of and response to sexual and domestic violence in the Commonwealth.

The Action Alliance provides a number of services including accreditation of local sexual and domestic violence agencies; a statewide toll-free hotline; training for professionals and members of the general public; statewide data collection so sexual and domestic violence agencies; public awareness campaigns; prevention initiatives; state-level collaboration; resource development and distribution; public policy; resource library; website and much more.

Action Alliance Mission
The Action Alliance is a diverse group of individuals and organizations that believes that ALL people have the right to a life free of violence.

We recognize that sexual and domestic violence are linked to other forms of oppression, which disproportionately affect women, children, and other marginalized people, harming individuals, families and societies as a whole.

We will use our diverse and collective voice to create a Virginia free from sexual and domestic violence—inspiring others to join and support values of equality, respect and shared power.

Action Alliance Guiding Principles
As The Alliance conducts its work, it is essential that survivors, the interests of survivors, and those impacted by sexual assault and domestic violence are at the forefront of all decision-making.

Recognizing that local agencies have been the foundation of coalition work by connecting communities and survivors to statewide advocacy, we are committed to an Action Alliance in which Sexual Assault Crisis Centers and Domestic Violence Programs continue to be the driving force of the Action Alliance.

Recognizing the historical inequities between resources allocated to address sexual assault and domestic violence, we seek to create a change that includes an Action Alliance that equitably addresses the elimination of both sexual and domestic violence.

Recognizing that sexual and domestic violence affects all Virginians, we seek to create an Alliance where those who have been traditionally oppressed in society and/or marginalized in anti-violence work have the opportunity to be full and active participants in the Action Alliance. The Action Alliance recognizes that representation of traditionally oppressed groups is only a beginning. Intentional diversity also involves an analysis of oppression and a commitment to challenging and changing the disempowering influences of dominant culture. Everyone must share responsibility for ensuring that ALL voices are heard and valued.
ACCREDITATION OF
SEXUAL AND DOMESTIC VIOLENCE AGENCIES in VIRGINIA

Purpose and Philosophy
The Action Alliance has developed an Accreditation process for local Sexual and Domestic Violence Agencies operating in the Commonwealth of Virginia to ensure that people who have experienced sexual and/or domestic violence throughout Virginia can expect to receive specific services regardless of their locality in Virginia, and that these Agencies have the infrastructure necessary to provide these services.

Virginia’s Sexual and Domestic Violence Agencies value empowerment and promote the dignity and respect of all persons. Local Agencies develop specialized services based on the belief that persons who have experienced sexual and/or domestic violence have the right to determine their own response. The immediate availability of crisis intervention and support services is important in facilitating the healing process.

Sexual and Domestic Violence Agencies throughout the Commonwealth are providing services based on a variety of philosophies and perspectives. The purpose of these Criteria is to provide a foundation for the delivery of effective services and the development of creative approaches that bring us closer to our shared goal: the elimination of violence in the lives of women, children and men.

History of Accreditation

**Virginians Against Domestic Violence (VADV)** was founded in 1979, and incorporated as a private non-profit in 1981, and had a long history of working on a statewide basis assisting professionals to provide an effective response to domestic violence. An effective response requires that all persons who have experienced domestic violence in Virginia have access to the safety and support services they need.

The Coalition’s first Annual Meeting in 1981 included the adoption of eleven goals. Among those goals was the development of standards for Domestic Violence Programs. Members expressed concern that there be some method to ensure quality service to the communities we serve. Many other issues took priority: there were no state funds available for domestic violence services, the laws of the Commonwealth were woefully inadequate in their response to this violence, and thousands of women and children were coming forward requesting services from the handful of programs that had been established.

In 1995, VADV’s Membership agreed to undertake the task of creating a process for certifying Domestic Violence Programs. Thoughtful consideration went into the development of Virginia’s Certification for Domestic Violence Programs. A three year process, including three statewide working “retreats,” regular presentations of drafts to the Coalition’s Membership, and hundreds of hours of Committee work resulted in a set of Criteria for Certification adopted by the Coalition’s Board and member Domestic Violence Programs in January of 1998. The first round of Certification was completed in 1999. In 2001-2002, VADV reconsidered the Certification criteria and made revisions accordingly. Certification was completed annually from 2002-2005.

**Virginians Aligned Against Sexual Assault (VAASA)** was founded and incorporated in 1980 and had a long history of working toward the elimination of sexual violence in Virginia through furthering public understanding, legislative advocacy, advocating for the needs of victims, and supporting the efforts of local sexual assault crisis centers.
In 1987, VAASA formed an ad-hoc committee to draft a proposal for Sexual Assault Crisis Center Standards. From 1987-1989, the VAASA Board of Directors (which was made up of a representative from each local Sexual Assault Crisis Center and a percentage of At-Large members) spent a portion of each Board meeting reviewing and revising the initial draft of Standards for Certification. VAASA adopted Standards for Certification in 1989 and the first Self-Evaluation process was conducted in 1990. The Standards for Certification were revised in 1992 and 1996 with annual self-evaluations conducted through 2004.

Virginia Sexual and Domestic Violence Action Alliance (VSDVAA), in effort to bring together the two former processes, convened a group of local sexual and domestic violence agency and funding representatives forming the Accreditation Committee in August 2005. This group used the two former coalitions’ criteria as a launching pad and began creating new criteria and a new process for Accrediting Virginia’s Sexual and Domestic Violence Agencies. In May of 2006, the Accreditation Committee presented their work in a drafted proposal to Virginia’s Sexual and Domestic Violence Agencies for review and feedback at a forum held specifically for this purpose. All but four of Virginia’s local Agencies represented at the forum. The Committee facilitated the daylong forum, collecting a great deal of local feedback on the drafted criteria. The Committee then compiled that feedback and worked for another year to revise the criteria through thorough analysis of each piece of feedback. After demonstrating exceptional commitment, perseverance, and dedication to balancing the needs of people who have experienced sexual and/or domestic violence and the needs of local sexual and/or domestic violence agencies, the Accreditation Committee presented the entirety of its work, the Accreditation criteria and process, for approval of the Action Alliance Membership on April 19, 2007.
DEFINING VIRGINIA’S
SEXUAL & DOMESTIC VIOLENCE AGENCIES

Domestic Violence
Accredited Domestic Violence Programs/Agencies will use the following definition of domestic violence as the basis for an Agency mission statement and the development of Agency services:

Domestic violence is a pattern of abusive behaviors used by one individual to control or exert power over another individual in the context of an intimate relationship.

pattern:  a wide variety of abusive behaviors that often increase in frequency and intensity over time.

abusive behaviors:  include, but are not limited to, verbal assaults and threats, emotional abuse, including intimidation and isolation, physical and sexual assaults, the use of weapons, the destruction of property, and violence toward others significant to the victim.

controlling or exerting power over another:  ongoing behavior on the part of the abuser in relationships designed to maintain power over the partner(s).

intimate relationship:  a relationship between two individuals that is or has previously been intended to provide emotional and/or physical intimacy.
Sexual Violence
Accredited Sexual Assault Crisis Centers will use the following definition of sexual violence as the basis for an Agency mission statement and development of Agency services:

| Sexual Violence is conduct of a sexual nature which is non-consensual, and is accomplished through threat, coercion, exploitation, deceit, force, physical or mental incapacitation, and/or power of authority. |

**Non-consensual:** without permission, agreement or approval

**Threat:** a behavior, statement, or expression that communicates the intention of someone to cause physical, emotional, or psychological harm to another

**Coercion:** compelling another to act through manipulation and/or taking advantage of circumstance, personality, and/or emotions (e.g. guilt, fear, pity, anger)

**Exploitation:** the unjust treatment of a human being as a commodity or an object and without consideration for their well-being, for another’s benefit.

**Deceit:** communicating a lie, an untrue statement, or creating a false circumstance.

**Force:** to use one’s physical strength to make another person act against their will

**Physical or Mental Incapacitation:** when one is not able to comprehend, process, communicate, and/or act on their own behalf due to a physical disability, a mental health disability, a cognitive disability, an injury, and/or the influence of a controlled substance such as alcohol, prescription medication, and illegal drugs.

**Power of authority:** manipulating and/or taking advantage of one’s perceived higher social and/or professional standing over another to influence their thought, opinion, or behavior.
**Sexual Assault Crisis Center**
In Virginia, a Sexual Assault Crisis Center is a public or private non-profit organization whose mission and purpose is to address the issue of sexual violence within their community and respond to the needs of all people in that community who have experienced and/or been impacted by sexual violence as defined in the Action Alliance Accreditation Criteria.

**Domestic Violence Program**
Domestic Violence Programs provide a wide array of services with the intention of responding effectively to the needs of persons who experience domestic violence and ultimately reducing the incidence of domestic violence in their communities. In keeping with those goals, Domestic Violence Programs shall establish policies and practices in the delivery of services that do not perpetuate the dynamics of power and control found in abusive relationships.

In Virginia, a Domestic Violence Program is a public or private non-profit organization whose mission and purpose is to address the issue of domestic violence within its community and respond to the needs of all people in that community who have experienced and/or been impacted by domestic violence as defined in the Action Alliance Accreditation Criteria.

**Dual Program**
A Dual Program meets the definition of both a Domestic Violence Program and a Sexual Assault Crisis Center within the same organization. The majority of Virginia’s Sexual and Domestic Violence Agencies are Dual Programs.

**Agency**
Throughout the Accreditation Criteria, “Agency” refers to the Sexual Assault Crisis Center and/or Domestic Violence Program applying for Accreditation.

---

**Terms Defined in the Glossary (Appendix I)**
The following terms are defined in the Glossary:
- Advocacy
- Coordinate
- Crisis
- Cultural Competency
- Emergency
- Gender identity and/or expression
- Imminent
- Individual Advocacy
- Intersectionality of Oppressions
- Marginalized
- Policy/ Procedures
- Person who has Experienced Sexual and/or Domestic Violence
- Support Group
- Systems Advocacy
- 24-hours
- Underserved Population
ACCREDITATION APPLICATION PROCESS
Section I: Accreditation Review Panel

Item 1: Panel Responsibilities
The Accreditation Review Panel is responsible for conducting the Accreditation process for Sexual Assault Crisis Centers (SACCs) and Domestic Violence Programs (DVPs) in Virginia. The Panel is responsible for developing recommendations and subsequent revisions, subject to Action Alliance membership approval, for Accreditation Criteria and the Accreditation Process.

Panel members shall:
   a. Respect Agency individuality;
   b. Have experience working for or with a DVP or SACC;
   c. Attend Accreditation training and Panel meetings. Failure to attend trainings within first 3 months or failure to attend 3 consecutive meetings will end panel membership;
   d. Be available to conduct application reviews and site visits.

Item 2: Panel Formation
Panel Membership shall reflect the Guiding Principles of the Action Alliance and include the below members. The membership shall reflect the diversity of Virginia’s programs in size, region and location (rural or urban; within an umbrella agency or stand-alone). Panel shall consist of 12 to 18 members.

The Panel shall represent:
   a. One person from a stand-alone SACC (not a Dual Agency).
   b. One person from a stand-alone DVP (not a Dual Agency).
   c. One person from a Dual Agency.
   d. One person who is NOT from a SACC, DVP, or Dual Agency.
   e. One person who is at risk of being marginalized.
   f. One person from a historically oppressed racial and/or ethnic group.
   g. One person who identifies as a survivor of sexual violence.
   h. One person who identifies as a survivor of domestic violence.
   i. One member of the Action Alliance Governing Body

Item 3. Panel Vacancies
When seats become open on the Panel, the Action Alliance Membership will be informed of vacancies. Persons interested in serving on the Panel will submit a letter of interest to the Action Alliance Governing Body. The Governing Body will review the letters, and appoint members to the Panel ensuring the above diversity is represented. Panel members serve up to two consecutive terms of 2-years. No more than 50% of the Panel will change concurrently.
Section II: Application Fee

Item 1. Fee Determined by Action Alliance Finance Committee
An application fee will be recommended for Accreditation by the Finance Committee and approved by the Action Alliance Governing Body as part of the Action Alliance annual budget. The fee supports the work of the Accreditation Review Panel, including the costs of site visits.

Section III: Process Timeline

Item 1. Due Dates
Sexual and Domestic Violence Agencies that are not currently Accredited may submit an application at any time. Decisions will be made within 6 months of receipt of the written application and the required application fee.

Accredited Sexual and Domestic Violence Agencies wishing to retain their Accreditation must apply for renewal at any time between July and December of the designated year to avoid a gap in Accreditation. A status determination will be made within 6 months of receipt of the written application and the required application fee.

Item 2. Status Validity
Each agency’s Accreditation status will be valid for at least three years (July 1 to June 30 being an Accreditation year) after the determination of an Accreditation Review Panel status of provisional or full Accreditation. The dates of status validity will be clearly marked on the Accreditation certificate awarded to the Agency and documented for the Accreditation Review Panel by Action Alliance staff. (For example: If application is sent in November 2010 the decision will be March 2010- Accreditation is for March 2010 to June 2010 plus 3 years.)

Section IV: Application Process

Item 1. Part I: Written Application
The written Accreditation application is available at the Action Alliance web-site: www.vsdvalliance.org, under the “Member Services/Accreditation” tab. Agencies may request that a paper copy of the application be sent to them through the US mail.

The full application is to be submitted electronically to accreditation@vsdvalliance.org. The cover page, with original signatures, and the Accreditation Fee are to be mailed to the Action Alliance at 5008 Monument Ave, Suite A, Richmond VA, 23230. When the cover page and fee arrive at the Action Alliance offices, the Accreditation Review Process will begin. It will be completed within 6 months of this date.

Item 2. Part II: Site Visit
Following the review of the complete written application, and prior to determination of an Accreditation status, a site visit will be conducted with each agency requesting Accreditation. During the site visit, the Peer Reviewers will ask follow-up questions from their review of the written application and will use the Site Visit Checklist to assess compliance with additional Accreditation Criteria.
The Site Visit Checklist is also available online at [www.vsdvalliance.org](http://www.vsdvalliance.org) under the “Member Services/Accreditation” tab and will provide a list of items to be reviewed on-site. Agencies may request that a paper copy of the checklist be sent to them through the US mail.

**Item 3. Accreditation Review**

The review of each written application and subsequent site visit will be done by at least two Panel members. The review team will then present a recommendation and related documentation to the full Review Panel for status determination.

At the conclusion of the Application Review, the Panel will reach consensus on one of the determinations of Status Accreditation, as outlined in “Accreditation Status Determination” for each applicant Agency.

**Item 4. Accreditation Status Determination**

The Accreditation Review Panel will make one of the following determinations of Accreditation status for each applying Agency:

**Full Accreditation:**

The Panel will determine a status of Fully Accredited Sexual and/or Domestic Violence Agency for any Agency having demonstrated through the review process that the Agency meets 100% of the Accreditation Criteria.

**Provisional Accreditation:**

Agencies that do not meet 100% of the Accreditation Criteria may be considered for Provisional Accreditation.

To be considered Provisionally Accredited, Agencies must, at a minimum, demonstrate that they provide 24-hour crisis intervention services to ALL victims of sexual and/or domestic violence in their communities that are confidential and free of charge. These services must include a hotline, provisions for emergency housing, and emergency companion services for victims.

The Review Panel will also take into account progress on previous Plans of Action for Agencies that have been Provisionally Accredited in prior cycles.

The Panel and Action Alliance Staff will provide feedback and technical assistance to provisionally Accredited Agencies to assist them in becoming fully Accredited.

Provisionally Accredited Agencies have 6 months to submit a Plan of Action for meeting the unmet criteria, and up to 18 months to document that Accreditation Criteria are being met. At any time documentation may be submitted and approved by the Panel and the agency may move from Provisional to Full Accreditation.

**Denied Accreditation:**

The Panel will deny Accreditation status to any Agency that is not a Sexual and/or Domestic Violence Agency as defined in the Criteria.

The panel will deny Accreditation status, to any Agency that does not meet the requirements to be Provisionally Accredited, including the minimum required services or failure to meet specific Criteria over multiple application cycles.
Feedback and technical assistance will be provided to assist the Agency in preparing for future applications.

Item 5. Change in Status
The Review Panel may change a status from Provisional to Full after reviewing documentation that the Agency now meets 100% of the Accreditation Criteria. The Panel may request a site visit with the Agency prior to making a change in status.

Item 6. Status Determination Appeals
Agencies may initiate an appeal of any Review Panel decision by submitting a letter of appeal via postal mail within 45 days from mail date of status letter.

The Alliance Governing Body will appoint an Appeals Committee of 3 to 5 Action Alliance members. The Committee must include at least one representative from the Accreditation Review Panel and at least one Governing Body representative. (Note: The role of the Accreditation Review Panel representative is to provide information regarding the Application and Review and not as a participant in decision-making regarding the appeal.)

The Appeals Committee will meet and review all appeals within 30 days after the designated appeals due date and communicate a final decision to each appealing Agency within 10 business days of that meeting. Members of the Appeals Committee affiliated with an appealing agency shall withdraw their participation and presence during processing and decision-making on that Agency’s appeal.

Section V: Revisions to the Accreditation Criteria or Process

Item 1. Proposals for Accreditation Revisions
Any Action Alliance member may recommend changes to the Accreditation criteria or process by submitting a written proposal to the Accreditation Review Panel. The proposal must contain the current Criteria or Process language, the proposed revision, effective date, and justification for the revision.

Item 2. Accreditation Panel Review of Proposals
The Accreditation Review Panel will compile, review, and submit any proposed revisions to the Alliance Membership annually for their approval. The membership will be notified in writing of all Membership-approved content changes to the Accreditation document (with the date each change will go into effect) within 30 days of the Membership meeting.

Item 3. Revisions Not Requiring Membership Consensus
Revisions necessary to the Accreditation document as a direct result of changes to the Action Alliance governing documents, changes that are purely grammatical and/or changes that do not affect the content or its meaning, may be completed by the Accreditation Review Panel without membership approval. The most current Accreditation document will be posted and maintained on the Action Alliance website, www.vsdvalliance.org.
CRITERIA FOR ACCREDITATION
Criteria for Agency Administration

Section I: Agency Governance

Item 1. Governing Body
All Agencies must be governed by a working Board of Directors or an equivalent legal entity that meets at least quarterly.

Item 2. Functions of Governing Body
Agency Boards of Directors or equivalent legal entities must perform the following functions:

a. personnel: develop and adopt the personnel policies
b. finance: develop and adopt financial policies
c. long range planning: develop and oversee the planning process that advances the mission of the Agency

The following items are applicable only to Agencies not housed within governmental organizations:

d. recruitment: develop and implement a plan for board membership that reflects the unique needs and diversity of the community

e. fundraising: implement a Board-level fund development plan

Item 3. Required Documents
All Agencies must maintain the following documents:

a. Mission statement
b. Non-Discrimination Policy
c. Personnel Policies
d. Job Descriptions for staff and volunteers
e. Policy Statements
f. Organizational Chart
g. Financial Records
h. Confidentiality Policy
i. Conflict of Interest Policy

The following items are only applicable to agencies not housed within governmental agencies

j. Articles of Incorporation
k. By-laws
l. List of Board Members
m. Minutes of Board Meetings
n. Expectations of Board service (i.e. attendance, initial orientation and ongoing training, level of financial commitment, etc.)
o. Job descriptions for Board members
p. Confidentiality policy for Board members
Section II: Agency Administration

Item 1. Community and Grant-Funded Support of Agencies
All Agencies must obtain local community support of at least 15% of cash and/or in-kind support needed to operate the program, and funding from a variety of sources with no more than 75% of total budget coming from one grant requiring periodic renewals.

Item 2. Financial Policies and Procedures
All Agencies must maintain financial policies and procedures that address:
   a. Record maintenance
   b. Financial audits
   c. Internal controls

Item 3. Personnel Policies and/or Procedures
All Agencies must maintain personnel policies for paid staff that include:
   a. A provision that Job Descriptions for each position are on file.
   b. A statement that personnel files are confidential and that specifies who has access to those files, including that employees may see their own files.
   c. Assurance of compliance to Equal Opportunity Employment.
   d. An employment policy that includes a clearly defined process for recruitment, interview and selection practices, and a statement that identifies authority for hiring and terminating staff and describes how recruiting efforts will reflect community demographics and how efforts to recruit staff from traditionally underserved populations will occur.
   e. Designation of work hours, leave policies, benefit policies, and training policies.
   f. Process and time period for staff evaluation, grounds for disciplinary actions and termination, and a staff grievance procedure.
   g. A Code of Ethics and/or Rules of Conduct for staff.
   h. A sexual harassment and violence in the workplace policy that encourages a positive and productive environment that is harassment and violence free.
   i. A statement regarding positions being dependent on availability of funds.

Item 4. Compliance with Local, State and Federal Regulations
All Agencies must assure that agency-managed facilities comply with local, state and federal regulations (e.g. fire, public health and ADA).

Item 5. Contacts with Local Government
All Agencies will initiate and maintain contact with local government in each jurisdiction of the Agency’s service area for the purpose of educating local government officials on Agency services/needs and/or requesting financial support.

Item 6. Employee Disclosure of Violence
All Agencies must maintain a policy regarding how the agency will respond to employees who have disclosed experiences of sexual and/or domestic violence that must:
   a. Reflect a respectful consideration of the needs of employees who have experienced sexual and/or domestic violence, in balance with the needs of persons accessing agency services and the agency overall.
   b. Include separate guidelines for responding to employees who are perpetrators of domestic or sexual violence.
Item 7. Written Response to Emergencies Plan
All Agencies must maintain a written plan for responding to medical, mental health, and safety emergencies on Agency property.

Item 8. Non-Discrimination Policies
All agencies will have employment policies that assure equal opportunity for all persons regardless of race, gender, ethnicity, national origin, age, disability, religion, sexual orientation or gender identity or expression unless such policies would be in direct conflict with the religious mission of a faith-based program or would conflict with local, state or federal law.

All agencies will have client services policies that assure equal access for all persons who have experienced sexual or domestic violence regardless of race, gender, ethnicity, national origin, age, disability, religion, sexual orientation or gender identity or expression.

Section III: Staff Training

Item 1. Written Plan for Training and Orienting New Staff
All Agencies must develop and implement a written plan for training and orienting all new staff. Training will occur within three months of employment. Agencies must maintain documentation of the training topics and number of hours of training received by each staff member.

Item 2. 40 Hours of Initial Training
All new Administrative staff are required to have 4 hours of initial training on the topics listed under “Level I” in Appendix II. All other staff are required to have 40 hours of initial training on all topics listed in Appendix II for Levels I through III. The Agency may determine the amount of time devoted to each topic, format, content and method of delivery.

Item 3. New Staff Training Manual
All Agencies shall maintain a manual for training new staff that covers the topics outlined in Appendix II and individual Agency requirements for extended training of direct services staff.

Item 4. On-Going Staff Training
All Agencies will ensure 20 hours of work-related training and education per year for all staff. The format, content and method are defined by the Agency.
Section IV: Volunteer Program Management

Item 1. Volunteer/Intern Program Policies and/or Procedures
All Agencies must maintain policies for volunteers/interns that include:

a. A statement that personnel information is confidential.
b. A provision that Job Descriptions for each position (including designation of volunteer Level and training requirements for each position) will be kept on file.
c. A written plan to recruit, screen, orient, supervise, evaluate and recognize volunteers. The plan should also include how the Agency will determine the Level of service (as defined in Item 2) the volunteer will provide.
d. Process and time period for volunteer/intern evaluation, grounds for disciplinary actions and termination.
e. A Code of Ethics and/or Rules of Conduct for volunteers/interns.
f. A reference to a written plan of how agency recruitment efforts for new volunteers/interns take into consideration the need to reflect community demographics and the need to recruit volunteer/interns from traditionally underserved populations.

Item 2. Levels of Volunteer/Intern Service and Corresponding Training
All Agencies will train volunteers according to the level described in Appendix II. For Accreditation purposes, volunteer service will be categorized into three levels based on the amount of contact with persons accessing Agency services each type of volunteer/intern has.

Classification within these three levels is at the discretion of each Agency. These levels may or may not include persons providing donated services or having no contact with persons accessing Agency services (e.g. persons painting a room, providing computer maintenance, assisting at a fundraiser, accounting, facility maintenance, etc.) Donated service volunteers must, however, be informed of confidentiality policies and sign a confidentiality agreement.

Level I: Administrative Support Services Volunteers/Interns (may have incidental contact with persons accessing Agency services). This level shall receive a minimum of 4 hours of initial training with format, content and method defined by the Agency. Examples of this level may include administrative/office volunteers, donation management, and thrift store volunteers.

Level II: Support Services Volunteers/Interns (may have some contact with persons accessing Agency services) This level shall receive a minimum of 20 hours of initial training with format, content and method defined by the Agency. Examples of this level include transportation providers, childcare providers (not child services), and public awareness volunteers (“booth sitters”).

Level III: Direct Services Volunteers/Interns (will likely have ongoing contact with persons accessing Agency services). This level shall receive a minimum of 32 hours of initial training with format, content and method defined by the agency. Examples of this level include hotline volunteers, volunteer support group facilitators, companion services volunteers, shelter support volunteers, and community education volunteers, etc.
All Agencies will maintain a training manual specific to Agency needs and will provide it to volunteers/interns (may be the same or may be different than staff training manual). The manual and training will cover topics included in Action Alliance Accreditation Criteria (Appendix II).

Item 4. Access Available to Volunteers/Interns
Agency will ensure that volunteers/interns have daily access to staff.

Item 5. Documentation of Training Topics and Hours Received
Agencies must maintain documentation of the training topics and number of hours of training received by each volunteer/intern.

Item 6. In-Service Training
All Agencies will offer in-service training opportunities to all volunteers/interns at least 4 times per year.

Item 7. Board Training
All Agencies will develop and implement training for Board Members that will at a minimum address the topics outlined in Appendix II (under “Board Training”) during their first year of service.

Section V: Record Keeping and Confidentiality

Item 1. Confidential Records of Persons Accessing Agency Services
All Agencies will maintain confidential records for persons accessing services. Each Agency will determine how these records are kept and what information is included.

Item 2. Storage of Written Files of Persons Accessing Agency Services
All Agencies will store written files of persons accessing services in a locked space.

Item 3. Information Stored on Computers
Files on persons accessing Agency services that are stored on computers must be password protected to assure that only authorized staff may access files. It is strongly recommended that confidential information (including name, address, social security number or date of birth or any other identifying information of persons accessing Agency services) not be stored on any computer with access to the Internet. When this cannot be avoided, computers that store files with confidential data must be safeguarded with the appropriate firewall and password protection. Personally identifying information shall not be stored on any portable device, including but not limited to laptop, Blackberry, external disk drive, etc.

Item 4. VAdata
All Agencies will document the services provided as needed for statistical purposes through the use of VAdata.
Item 5. Non-Disclosure of Identifying Information
All Agencies will abide by Virginia Code § 63.2-104, which prohibits them from disclosing any personally identifying information or individual information collected in connection with services requested, utilized, or denied through the Agency without the informed, written, reasonably time-limited consent of the person requesting Agency services (or the guardian or parent of the person). For each agency with whom information will be shared, a single specific Release of Information Form will be signed by the person requesting Agency services (or the guardian or parent of the person). The Release of Information Form will specifically identify the information to be shared, with whom, and by which means. The Release of Information Form will include the following statement "Email, fax, IM and other electronic means may not be confidential forms of communication". The person shall receive a copy of each signed consent. This provision allows a person to choose to temporarily waive her/his confidentiality for a meeting or conversation or other limited period of time, through informed, written consent and specific short-term release.

Item 6. Non-Disclosure of Identifying Information to Third Party Databases
All Agencies will abide by Virginia Code § 63.2-104, which prohibits them from disclosing personally identifying information of persons requesting or accessing Agency services to any third party database, including a Homeless Management Information System (HMIS).

Item 7. Written Confidentiality Policies
All Agencies will have written confidentiality policies, including the exceptions to confidentiality, related to persons accessing Agency services that abide by Federal and State laws and specifically address the following situations:

a. Service of any legal documents
b. Child abuse or neglect
c. Abuse or neglect of an incapacitated adult, or adult who is 60 years of age or older.
d. Imminent danger to person accessing Agency services or clearly identified third party
e. Requests for release of information

Policies must specifically include "Email, fax, IM and other electronic means may not be confidential forms of communication".

Item 8. Informing Persons of Confidentiality Policy and Providing Written Copy
Persons accessing Agency services will be informed of the Agency’s confidentiality policy. Whenever possible, these persons will receive a written copy of the Agency’s confidentiality policy.

Item 9. Requirement to Sign Confidentiality Statement
All staff, volunteers, Board Members, subcontractors, and grant monitors will sign a confidentiality statement affirming that they will keep any and all information about persons accessing Agency services confidential. These signed statements shall be kept on file.
Criteria for Sexual & Domestic Violence Services

Note: A number of terms are defined in the Glossary (Appendix I) so please be sure to refer to the Glossary for clarification.

Item 1. Hotline
All Agencies will provide a hotline that is answered by staff, volunteers or individuals contracted to answer the Hotline who have received training as outlined in Agency Administration Sections III and IV. The hotline will be available 24-hours a day to all persons including those who speak languages other than English and/or are Deaf or hard of hearing.

Item 2. Information and Referral
a. All Agencies will maintain a resource and referral list and update the list annually. This list shall include
   but is not limited to:
   i. Local resources
   ii. Support services
   iii. Legal services
   iv. Services that meet the needs of underserved populations
   v. Other Domestic Violence Programs and Sexual Assault Crisis Centers
b. Agencies will provide information to persons affected by sexual and/or domestic violence and make referrals consistent with their identified needs. Information may be oral or printed.

Item 3. Crisis Intervention
All Agencies will provide a time-sensitive assessment of and response to immediate needs to persons experiencing sexual and/or domestic violence.

Item 4. Safety Planning
All Agencies will assess immediate physical and emotional safety needs with persons who have experienced sexual and/or domestic violence, including children and others directly affected by the violence, and if needed, assist them in developing individualized safety plans.

Item 5. Emergency Companion Services
All agencies will provide Emergency Companion Services, as requested by persons who have experienced a sexual and/or domestic violence emergency. Agencies will dispatch their trained volunteer or staff to support the person within 30 minutes from the time the request was received, to an emergency medical facility or law enforcement agency location.

Item 6. Emergency Transportation
All Agencies will develop a written protocol for the provision of emergency transportation for persons who have experienced sexual and/or domestic violence and their children to an appropriate location. The protocol must include:
   a. definition of “emergency”
   b. identification of the available options in each jurisdiction of the service area
   c. process for accessing those options on a 24-hour basis
   d. who will provide emergency transportation
   e. how requests for emergency transportation to or from outside the service area will be addressed
Item 7. **Individual Support Services**
   a. All Agencies will provide individual advocacy, as requested and appropriate, on behalf of persons who have experienced sexual and/or domestic violence.
   
b. All Agencies will provide individual counseling/support to persons who have experienced sexual and/or domestic violence. This may occur one-time or on an on-going basis.
   
c. All agencies will educate individuals about the dynamics and impact of sexual/domestic violence and the options available to address individual needs, including, but not limited to, legal, therapeutic, relationship, spiritual and life issue needs (e.g. housing, mental and physical health, finances, employment, child care, basic needs, etc.).
   
d. All Agencies will assist persons who have experienced sexual and/or domestic violence in identifying and working on goals through regular communication to review services, progress and needs.

Item 8. **Legal Advocacy**
   a. All Agencies will develop and maintain relationships with professionals within the civil and criminal justice and immigration systems for the purpose of providing advocacy services to persons who have experienced sexual and/or domestic violence and facilitating these individuals’ access to the civil and criminal justice and immigration systems.
   
b. All Agencies will assist persons who have experienced sexual and/or domestic violence in exploring legal options and provide oral explanation and/or written materials about the civil and criminal justice and immigration systems processes.
   
c. All Agencies will provide and/or coordinate civil and criminal justice and immigration systems advocacy, in relation to sexual and domestic violence, including but not limited to accompaniment to court, intake office, legal aid, magistrate, etc. upon the request of a person who has experienced sexual and/or domestic violence.
   
d. All agencies will be informed about:
      - Specific federal and state laws applicable to persons with limited English proficiency and/or immigrants who are crime victims or witnesses, and
      - Programs and services in their communities available to provide culturally competent legal services and advice to persons who have experienced sexual and/or domestic violence and who may need specialized legal services because of their immigration status or limited English proficiency.

Item 9. **Support Groups**
   All Agencies will offer peer support and education groups to persons who have experienced sexual and/or domestic violence. The frequency, special populations, and purpose are determined by the agency in response to community need.
Item 10. Children’s Services
a. All agencies will provide a time-sensitive and age-appropriate crisis response to children and youth who have themselves experienced 1) sexual violence, 2) physical violence as a result of domestic violence directed toward a parent, or 3) have been exposed to the violence perpetrated against a parent.

b. All agencies will provide crisis intervention, support services, education and/or referrals to children and youth who are primary or secondary victims of sexual and/or domestic violence, including children who have been exposed to the violence perpetrated against a parent.

c. Agencies operating residential shelters that house children and youth will, at a minimum, provide age-appropriate shelter orientation and safety planning services to all children and youth who reside in the shelter for more than 24 hours.

Item 11. Community Coordination and Systems Advocacy
a. All Agencies will initiate contact with agencies in each jurisdiction of the service area including but not limited to:
   i. Batterer Intervention Programs
   ii. Commonwealth’s Attorney’s Office
   iii. Community Services Board
   iv. Court Services Unit
   v. Department of Social Services
   vi. Domestic Violence Program
   vii. Emergency medical resources
   viii. Health Department
   ix. Law enforcement
   x. Legal Aid
   xi. Sex Offender Treatment Programs
   xii. School system
   xiii. Sexual Assault Crisis Center
   xiv. Victim/Witness Program

b. All Agencies will maintain contacts and demonstrate systems advocacy efforts with the organizations listed above and others as needed and appropriate in the service area.

c. All Agencies must demonstrate leadership or participation in local multidisciplinary efforts to create an environment that is sensitive and responsive to the needs of people who have experienced sexual and/or domestic violence.

Item 12. Community Education
a. All Agencies will produce and distribute printed materials that describe the services provided by the Agency.

b. All Agencies will create a written sexual and/or domestic violence education plan annually to be implemented by the Agency that includes:
   i. Intended audiences that represent the diversity of the community (e.g. race/ethnicity, gender, profession, age, disability, sexual orientation, etc.)
   ii. Number of programs to be presented
   iii. Variety of methods used for presentation delivery (e.g. panel, booth, lecture, interactive, forum, etc.)
   iv. Appropriate measurement of the impact of efforts (e.g. pre/post-test, increase in referrals, donations received, volunteers recruited, resources distributed, etc.)
Item 13. Emergency Housing Services

a. All Agencies will provide and/or coordinate access to emergency housing (such as a Domestic Violence Program residential shelter, safe home, hotel or other shelter) for all people, who have experienced sexual and/or domestic violence and their minor children (regardless of gender) and, who are

in imminent danger
AND
in the service area
AND
requesting emergency housing.

b. All agencies will develop a written protocol on how to address requests for emergency housing by people who are have experienced sexual and/or domestic violence and are outside of the service area and in imminent danger.

c. All Agencies will immediately address the following with each person who has experienced sexual and/or domestic violence who is utilizing the agency’s emergency housing services:

i. How to access a staff person/volunteer on a 24-hour basis
ii. Length of stay
iii. Emergency food, clothing, hygiene, and medical needs
iv. Significant reasons for immediate termination from emergency housing
v. Obligation of persons accessing Agency services to maintain confidentiality (of location if applicable, other persons accessing services, etc.)

d. All Agencies will do the following in-person within 24 hours of providing emergency housing services to a person who has experienced sexual and/or domestic violence:

i. Provide an explanation of Agency services available
ii. Outline Other Rules and Agency Policies including but not limited to shelter rules, Agency confidentiality policy, resident grievance policy, and emergency response policies.
iii. Assess parents and children for urgent health, emotional, educational, legal, and safety needs and provide referrals as appropriate

e. All Agencies must collaborate across Agencies to offer and/or provide on-going services as needed and appropriate.

This includes Agencies that are coordinating access to emergency housing in another service area for persons who have experienced sexual and/or domestic violence -

AND/OR

Agencies providing emergency housing to a person who has experienced sexual and/or domestic violence from another service area.

Examples may include coordinating to provide transportation and access to community resources, court advocacy, school, etc.
Item 14. Outreach and Access for Underserved Populations

a. All Agencies will assess their service areas and identify populations of people who have experienced sexual and/or domestic violence who may be underserved or have special needs, and enhance each population’s access to agency services. This assessment will take place at least once every three years.

b. All Agencies will locate available referral resources, formal or informal, within the community that provide services to the identified underserved populations and/or people with special needs who have experienced sexual and/or domestic violence.

c. All Agencies will work collaboratively with representatives of underserved and/or special needs groups to develop or expand services to meet the identified needs.

d. When necessary, when a majority of clients speak another language, the agency will make every attempt to have staff that speak that other language.
# Appendix I: Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocacy</td>
<td>Speaking and acting for change or justice on behalf of oneself or another person or cause. Advocacy can take many forms. Generally, advocacy can be categorized into three groups: self-advocacy, individual advocacy, and systems advocacy.</td>
</tr>
<tr>
<td>Coordinate</td>
<td>Actively accessing, exploring and/or facilitating direct contact with all known resources reasonably available to meet the needs of persons accessing agency services</td>
</tr>
<tr>
<td>Crisis</td>
<td>An emotional upheaval caused by an unexpected and potentially harmful event, difficult developmental transition, or both.</td>
</tr>
<tr>
<td>Cultural Competency</td>
<td>The term “competence” refers to a set of attitudes, knowledge and behaviors that reflect openness and understanding about difference and about power differentials. Cultural competence includes an ability to work with people from all cultural identities in a way that promotes respect and dignity. The process of cultural competence means that people 1) learn to recognize and reject their preexisting beliefs about a culture, 2) focus on understanding individuals, and 3) forgo the temptation to classify or label persons with cultural misinformation.</td>
</tr>
<tr>
<td>Emergency</td>
<td>An urgent situation that requires an immediate response</td>
</tr>
<tr>
<td>Gender Expression</td>
<td>How a person represents or expresses one’s gender identity to others, often through clothing, hairstyles, voice, or body characteristics.</td>
</tr>
<tr>
<td>Gender Identity</td>
<td>An individual’s internal sense of being male, female, or something else. Since gender identity is internal, one’s gender identity is not necessarily visible to others.</td>
</tr>
<tr>
<td>Imminent Danger</td>
<td>Emergency due to immediate risk of serious mental or physical health consequences or harm</td>
</tr>
<tr>
<td>Individual Advocacy</td>
<td>Speaking or acting on behalf of an individual to achieve changes in the practice of another individual or an institution necessary to protect legal or social rights or to effect justice on behalf of the individual who seeks help in effecting change or justice. The purpose of individual advocacy is to identify what individuals perceive as necessary to protect their rights and to assist them in asserting those rights. The persons who experience the sexual and/or domestic violence make this determination. It is imperative that advocates safeguard these persons’ rights to make these decisions. Some examples of individual advocacy:</td>
</tr>
<tr>
<td></td>
<td>• Helping persons explore options for increasing their safety;</td>
</tr>
<tr>
<td></td>
<td>• Brainstorming with a tenant ideas to approach an unreasonable landlord;</td>
</tr>
</tbody>
</table>
• Listening to persons prioritize their needs and assisting them in identifying avenues to meet those needs;
• Discussing the benefits and limitations of legal remedies with persons, whether or not these remedies are appropriate for them, and how to access these remedies.

Intersectionality of Oppressions
In order to promote substantive social change and effective service delivery, advocates must recognize and address the intersections of other forms of oppression with sexual and domestic violence. These other forms of oppression include, but are not limited to racism, sexism, heterosexism, classism, ableism, and ageism.

There are many ways to understand how the link between sexual and domestic violence and other oppressions operates. These perspectives are not mutually exclusive:

- Layers of oppression make some people more vulnerable to sexual and domestic violence
- Sexual and domestic violence are sometimes used as tools of other oppressions (ex: homophobic man raping a woman because she is lesbian)
- Some forms of oppression contribute directly to perpetuating sexual and domestic violence (ex: lack of economic justice and a living wage keeping a woman in an abusive relationship because she cannot support her children without abuser’s income)
- Sexual and domestic violence are forms of oppression in and of themselves. People who have experienced sexual and domestic violence are disempowered, judged, and marginalized because of the violence they have experienced.
- People who have experienced sexual and domestic violence are also oppressed in other ways because of their race, class, sexuality, gender, etc. face multiple intersecting barriers to equality and safety (ex: if an African-American woman is raped by a white man, did sexism or racism or both contribute to her experience? What additional oppression might she face as she tries to recover or seek justice?)
- All oppressions, including sexual and domestic violence, are perpetuated by the belief that power must be power over, not power shared.

Marginalized
Being left out or devalued by a larger group that sets norms and holds power (any person can feel marginalized in certain groups at certain times; this is different from being oppressed which has the weight of societal, cultural, and institutional beliefs and practices behind it)

Person Who Has Experienced Sexual and/or Domestic Violence
This terminology was recommended by the Survivor Caucus of the Virginia Sexual and Domestic Violence Action Alliance in 2004 to replace terms previously used such as “victim,” “client” and “survivor”. Throughout this document, the term is used interchangeably with “person accessing Agency services”

Policy
A written statement that communicates management’s intent, objectives, requirements, responsibilities, and standards. Typically described as a deliberate plan of action to guide decisions and achieve rational outcomes.
Procedures/Protocol
A particular method of performing a task.
A particular way of accomplishing an objective; generally refers to method rather than result.
A series of actions necessary for accomplishing a goal
Essential instructions to staff and volunteers about how something should be achieved

Support Group
A gathering of two or more people who have been affected by sexual and/or domestic violence on a regular basis that is usually facilitated by a trained advocate, to share experiences and offer mutual support and/or to receive information and education around a specific topic of common interest. A shelter meeting where chores are discussed, and there is no advocacy provided, is not a support group.

Systems Advocacy
Influencing societal and political systems to bring about change for groups of people.
Usually a coalition of people, but sometimes an individual, will seek changes, such as changes in laws; establishing shelters where there have been none, or arranging for the removal of barriers to needed services and legal protection.

Systems advocacy is critical to ending violence against women. It means changing the policies and practices of institutions and influencing beliefs of the individuals who comprise those institutions. These changes can be accomplished through many different strategies; most require similar skills of individual advocacy. Planning and critical thinking are essential components of systems advocacy. The focus of systems advocacy is on the practices and policies of societal institutions rather than on the individual who is seeking assistance from the system.

Systems change is accomplished through a combination of advocacy efforts. These efforts may include suggesting policy change, training on the dynamics and impact of violence, coalition building, community organizing, media and public awareness, and strategic education efforts.

Examples of systems advocacy include:
• The changes that have been made in police response and arrest policies related to domestic violence;
• The development of sexual harassment policies in the workplace;
• The creation of legislation which criminalized stalking;
• The development of community task forces to address sexual and domestic violence

24-Hours
For the purposes of Accreditation, 24-hours refers to services provided around the clock and calendar—24 hours per day, 7 days a week and 365 days per year including holidays.

Underserved Population
A population for which there is a disparity between the presence of that population in the agency service area and the presence of that population among the persons receiving the agency’s services. Populations that may be underserved include foreign born persons; persons with limited English proficiency; persons with disabilities; persons who are gay, lesbian, bisexual, or transgender; persons of certain racial or ethnic backgrounds; older persons; men and others.
APPENDIX II: Staff and Volunteer/Intern Training Topics

LEVEL I: Minimum 4 Hours of Training for All Staff & Volunteers/Interns

<table>
<thead>
<tr>
<th>STAFF</th>
<th>VOLUNTEER</th>
<th>TOPICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Support Staff</td>
<td>Administrative Support Services</td>
<td>• Definitions and dynamics of sexual violence&lt;br&gt;• Definitions and dynamics of domestic violence&lt;br&gt;• Definitions and dynamics of stalking within the context of sexual and domestic violence&lt;br&gt;• History, philosophy and structure of the Agency&lt;br&gt;• Agency policies and procedures&lt;br&gt;• Emergency/Crisis Response to address immediate safety needs&lt;br&gt;• Making appropriate community referrals, including specialized resources for underserved populations&lt;br&gt;• Agency Code of Ethics/Rules of Conduct&lt;br&gt;• Role of the advocate/volunteer&lt;br&gt;• Self-care—What to do when your “issues” come up&lt;br&gt;• Confidentiality&lt;br&gt;• Personal safety and security of staff and volunteers/interns&lt;br&gt;• Cultural sensitivity</td>
</tr>
<tr>
<td>Staff who may have incidental contact w/persons accessing services</td>
<td>Volunteers/Interns who may have incidental contact w/persons accessing services</td>
<td>Examples may include:&lt;br&gt;• Administrative Support&lt;br&gt;• Donation Management&lt;br&gt;• Thrift Store, etc.</td>
</tr>
<tr>
<td>Examples may include:</td>
<td>Agency can determine if this includes persons providing donated services such as computer maintenance, painting, lawn care, etc.</td>
<td></td>
</tr>
<tr>
<td>▪ Administrative support&lt;br&gt;▪ Receptionists&lt;br&gt;▪ Grant writer&lt;br&gt;▪ Thrift Store Mgr etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

LEVEL II: Minimum 20 Hours of Training for Staff and Volunteers/Interns

<table>
<thead>
<tr>
<th>STAFF</th>
<th>VOLUNTEER</th>
<th>TOPICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Services</td>
<td>Includes topics in Level I, expansion on Level I topics, plus the following additional topics:&lt;br&gt;• Crisis Intervention/Counseling Skills&lt;br&gt;• Trauma of Victimization—Post Traumatic Stress&lt;br&gt;• Survivor-directed services&lt;br&gt;• Boundaries&lt;br&gt;• Intersectionality of oppressions and the societal impact of violence&lt;br&gt;• Victims’ Rights&lt;br&gt;• Safety Planning&lt;br&gt;• The impact of domestic violence on children&lt;br&gt;• History of the sexual and domestic violence movements&lt;br&gt;• VAdta (all staff and relevant volunteers)&lt;br&gt;• Services, structure and contact information for the Action Alliance&lt;br&gt;• Acronyms/Jargon—Language of sexual and domestic violence work&lt;br&gt;• How technology is used against people who have experienced sexual or domestic violence or stalking</td>
<td></td>
</tr>
<tr>
<td>Volunteers/Interns who may have some contact w/persons accessing services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Examples may include:&lt;br&gt;• Transportation Providers&lt;br&gt;• Childcare (not Child Services)&lt;br&gt;• Public Awareness (“Booth Sitters”), etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
LEVEL III: Minimum 32 Hours of Training for Volunteers/Interns; Minimum 40 Hours for Staff

<table>
<thead>
<tr>
<th>All Staff except Level I staff.</th>
<th>Direct Services</th>
<th>Includes topics in Levels I and II, expansion of Level II topics plus the following additional topics:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Volunteers/Interns who are likely to have ongoing contact w/persons accessing services.</td>
<td>• Working with people with mental health, cognitive, and/or physical disabilities who have experienced sexual and/or domestic violence</td>
</tr>
<tr>
<td></td>
<td>Examples may include:</td>
<td>• Working with people underserved populations who have experienced sexual and/or domestic violence (male victims, older adults, children, LGBTQ, people with disabilities, immigrants, etc.)</td>
</tr>
<tr>
<td></td>
<td>• Hotline Volunteers</td>
<td>• Cultural competency</td>
</tr>
<tr>
<td></td>
<td>• Court Advocacy</td>
<td>• Civil and Criminal Justice systems</td>
</tr>
<tr>
<td></td>
<td>• Child Services</td>
<td>• Individual and Systems Advocacy</td>
</tr>
<tr>
<td></td>
<td>• Shelter Support</td>
<td>• Vicarious Traumatization</td>
</tr>
<tr>
<td></td>
<td>• Support Group Facilitators</td>
<td>• Lethality/danger assessment</td>
</tr>
<tr>
<td></td>
<td>• Companion Services</td>
<td>• Protective Orders</td>
</tr>
<tr>
<td></td>
<td>• Community Educators /Presenters, etc.</td>
<td>• Coordinated Community Response/Sexual Assault Response Teams</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Child Sexual Abuse</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Adult Survivors of Childhood Sexual Violence</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Intimate Partner Sexual Violence</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sexual Harassment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medical Concerns</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Drug Facilitated Sexual Violence</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Secondary Victimization</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Suicide Intervention</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Record keeping</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sexual Violence laws, as related to adults and minors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Domestic Violence laws</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Child abuse and neglect laws</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Incapacitated and vulnerable adult abuse laws</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Law enforcement response</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sexual Assault Nurse Examiner/Forensic Nurse Examiner</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Physical Evidence Recovery Kit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 3rd Party Reporting/Blind Reporting</td>
</tr>
</tbody>
</table>

Board Training
Agencies will develop and implement training on the following topics for all Board members in their first year of service:

- Agency mission, history, philosophy, and structure
- Agency policies, procedures and Code of Ethics and/or Rules of Conduct
- Definitions and dynamics of Sexual and Domestic Violence
- Intersectionality of oppressions
- Responding to requests for agency services
- Roles and Responsibilities of Board and Staff
- Confidentiality
- Personnel Policy Management
- Fiduciary Responsibility
- Fundraising/Fund Development
- Services, structure and contact information for the Action Alliance (including VAdata)