

Domestic Violence Service Standards

CVAD funded programs are to use the Iowa Victim Service Call Center (Family Crisis Centers) at 1-800-770-1650 or 1-800-382-5603 for all roll over calls. Any CVAD funded programs not using the Iowa Victim Service Call Center for roll over calls, must request, in advance and in writing, permission to use another program for roll over calls.

If funded, CVAD funds are to be used to provide services to domestic abuse victims using best practices. The Iowa Coalition Against Domestic Abuse and member programs developed standards which outline the basic core services, listed below. The core services are based on best practice standards. The purpose of these standards is to:

- Ensure uniform minimum levels of quality service
- Encourage excellence
- Educate and inform about our believes, policies and best practice
- Evaluate and reflect on where our services are, where the overall movement is, and where battered women need us to go
- Ensure free, voluntary, confidential, non-discriminatory, accessible services for all clients

Core Services Include:

- 24 hour regional crisis line
- Individual and group counseling/crisis intervention
- Information, referral & awareness
- Personal Advocacy
- Child Advocacy
- System Change/Advocacy
- Mobile Advocacy
- Housing, Economic and Sheltering Advocacy
- Prevention
- Hospital/Medical Advocacy
- Court/Legal Advocacy
- Transportation and Communication
- Safety planning
- Case Management
- Community Organizing and Collaborating with Related Professionals/Agencies
- Direct client assistance

Sexual Assault Comprehensive Core Services

CVAD funded programs are to use the Iowa Victim Service Call Center (Family Crisis Centers) at 1-800-770-1650 or 1-800-382-5603 for all roll over calls. Any CVAD funded programs not using the Iowa Victim Service Call Center for roll over calls, must request, in advance and in writing, permission to use another program for roll over calls.

VSS/CVAD funds provided in this agreement are to be used to provide services to sexual abuse/assault victims using best practices. The Iowa Coalition Against Sexual Assault (IowaCASA) and member programs established standards to ensure a minimum of services and define a vision for best practices for serving survivors of sexual violence in Iowa. These standards provide a framework by which comprehensive sexual assault programs can develop an environment of trauma-informed care for survivors of sexual violence and by which free, voluntary, confidential, non-discriminatory, accessible quality sexual assault services can be organized, delivered and evaluated. The core services under this funding agreement, which were also outlined in the RFP, are based on these best practice standards. They are:

- 24-hour regional crisis line
- Individual counseling/crisis intervention
- Information, referral and awareness
- General advocacy
- Support groups
- System change/advocacy
- Prevention
- Hospital/medical advocacy
- Legal advocacy
- Direct client assistance

Hotline Service Standards

The following information outlines best practices recommendations for hotlines.

Structure/Operations: Hotline cannot be within a shelter or other outreach program space. Though an existing direct service provider can operate the hotline, the physical space must be separate from all other offices, to prevent the diversion or merging of staff. Though office space may be available within an existing shelter program it is not an appropriate location for a state crisis line. The employed supervisor(s) and advocates must be separated from other direct service duties. The services provided on the crisis line must be provided in a static location, not from mobile phones or an alternative location, such as a staff person's or volunteer's home. The office should be structured to allow private space to all advocates or operators answering the phone, either by offering individuals separate office space or cubicles. The crisis line will be available 24 hours a day, 7 days a week with the capacity to handle roll over calls from programs choosing to forward their local hotlines after hours and on weekends. Programs choosing to forward their local hotline to the statewide hotline must establish a protocol for state hotline advocates to contact on-call staff in cases where an advocate must respond in person, e.g. hospital or law enforcement response, transportation to safe shelter, including a shelter facility, safe house, or hotel/motel.

Accessibility: The hotline must be available 24 hours a day, 7 days a week. Spanish language assistance must be available during daytime hours. The hotline will work to recruit volunteers to provide culturally specific hotline services as needed or identified. The hotline will work to identify language needs and additional accessibility in Iowa. The hotline will utilize a language line when a staff or volunteer is not available to provide the service. A video phone, TTY, and relay services must be available for deaf and hard of hearing survivors. The hotline must work to recruit bilingual staff.

Staff Structure: The hotline's staffing structure and pattern will need to be re-evaluated as the hotline program is developed and include the following components:

- Training Requirements
- Victim Counselor, Advanced Core and Hotline training- 60 hours
- Training assistance provided by state and national coalitions
- Technology training
- General agency policies and procedures
- Staff Numbers (to be evaluated)
- Daytime Capacity—Minimum of three hotline advocates, Volunteer/Resource Coordinator, and one supervisor
- Nighttime capacity—minimum of two hotline advocates, and on call back up.
- The staff cannot be shared. They cannot work two positions within the program at the same time.
- Staffing must be flexible based on call volume, wait time, and other identified caller patterns, to be evaluated.
- Volunteers – in-house volunteers, with a focus on bi lingual advocates and volunteers will have the same training requirements as full time staff.

Confidentiality: Hotline staff must abide by confidentiality guidelines as demonstrated in Iowa Code. (1) Communication between hotline staff and direct service programs is required to follow the

same confidentiality guidelines as with a stranger. No information may be shared without a release. (2) Hotline advocate will attempt to make direction connect soft transfer with programs when available. This would not require a release. (3) Phone messages will be relayed to program staff as requested by the client: name and number with no case specifics

Background checks: All hotline staff will undergo a background check to identify any history that may affect their ability to perform the required tasks. Criminal history guidelines that would exclude a candidate from successful employment will be per the agency's written policies and procedures.

Phone System and Tertiary Technology: The hotline program must have the phone system and computer equipment to successfully handle a statewide crisis line and meet the administrative requirements of the grantor.

Data Management: Client safety and record confidentiality is imperative. The data collected from phone calls/client contact must be limited. The information collected should be securely stored in house. The information is owned by the program, not by an outside entity.

State Sexual Assault Hotline: The function of the state sexual assault hotline is to provide comprehensive crisis counseling and referral to victim/survivors of sexual assault.

Crisis Response: Assess the caller for safety and provide any crisis counseling to address the immediate crisis. Immediate crisis is defined by the client, and for sexual assault it may be memories or flashbacks of an earlier assault.

Ongoing Support: Provide ongoing emotional support to survivors of sexual assault. This may be long-term, particularly in areas with few therapists available or affordable.

Referral: Provide connection or referral to the sexual assault program in their area. The advocates providing hotline services will have access to resources statewide to provide the most comprehensive referrals.

Connection to Local Services: The hotline advocates will connect callers to their local service provider through a direct call connection, rather than merely providing the number, whenever possible

Domestic Violence Hotline: Function: The function of the domestic violence hotline is to provide comprehensive crisis counseling, support and referral to victims/survivors of domestic violence.

Crisis response: Assess the caller for safety and provide any crisis counseling to address the immediate crisis. The nature of the crisis and goals of the call are determined by the caller and can include the after effects or long term consequences of previous intimate partner abuse.

Referral: Provide connection or referral to the domestic violence program in their area. The advocates providing hotline services will have access to resources statewide to provide the most comprehensive referrals.

Connection to local services: The hotline advocates will connect callers to their local service provider through a direct call connection, rather than merely providing the number, whenever possible.

HP OVC Service Standards

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VSS/CVAD funds provided in this agreement are to be used to provide services to homicide survivors and other violent crime victims using best practices. The core services under this Agreement, which were also in the RFP, are to provide direct services to Iowa's homicide and other violent crime victims to provide support and advocacy through the following activities:

- Providing support throughout the criminal justice proceedings.
- Providing information about the criminal justice process in its entirety including but not limited to the investigation, pre-trial procedures, trial and appeal, in person, by phone, or in writing.
- Providing support during legal processes including assistance with victim impact statements.
- Providing assistance in filing claims with the Iowa Attorney General-Crime Victim Assistance Division's Victim Compensation Program, Safe at Home program, Iowa Protective Order Notification for Domestic Abuse (IPONDA) & Iowa Victim Information & Notification Everyday (IowaVINE).
- Providing referrals to community based victim service programs and other resources as appropriate
- Ensure free, voluntary, non-discriminatory, accessible services for all clients.
- Assist survivors with funeral arrangements of their deceased loved one,
- Assist with statements to the media,
- Provide individual and group counseling/crisis intervention
- Provide personal and systems advocacy on behalf of the survivor/victims including housing, economic, medical and sheltering advocacy,
- Provide community organizing and collaborating with related professionals/agencies, and
- Direct client assistance.

Shelter Service Standards

CVAD funded programs are to use the Iowa Victim Service Call Center (Family Crisis Centers) at 1-800-770-1650 or 1-800-382-5603 for all roll over calls. Any CVAD funded programs not using the Iowa Victim Service Call Center for roll over calls, must request, in advance and in writing, permission to use another program for roll over calls.

VSS/CVAD funds provided in this agreement are to be used to provide shelter-based services to crime victims using best practices. The Iowa Coalition Against Domestic Violence and member programs developed standards which outline the basic core services which are listed below. These standards were developed by engaging in a process of defining expectations for services and visioning best practices we hope to articulate a philosophy of safety for survivors, accountability of perpetrators, and social change. The core services under this Agreement, which were also in the RFP, are based on these best practice standards. The purpose of these standards is to:

- Ensure uniform minimum levels of quality of service.
- Encourage excellence.
- Educate and inform about our beliefs, policies, and best practice.
- Evaluate and reflect on where our services are, where the overall movement is, and where battered women need us to go.
- Ensure free, voluntary, confidential, non-discriminatory, accessible services for all clients.

Core services include:

- 24 hour regional crisis line
- Individual and group counseling/crisis intervention
- Information, referral & awareness
- Personal Advocacy
- Child Advocacy
- System Change/Advocacy
- Mobile Advocacy
- Housing, Economic and Sheltering Advocacy
- Prevention
- Hospital/Medical Advocacy
- Court/Legal Advocacy
- Transportation and Communication
- Safety planning
- Case Management
- Community Organizing and Collaborating with Related Professionals/Agencies
- Direct client assistance

VOCA Projects Service Standards

VSS/CVAD funds provided in this agreement are to be used to provide services to reach crime victims not previously served, underserved or not accessing traditional victim services. Funding from this Agreement may be used to:

Help individuals who identify as victims of crime through an agency, program or organization whose primary mission may not be victim services. Examples of these types or organizations are:

- community action agencies,
- courts,
- colleges, universities, community colleges, trade schools, secondary and elementary schools,
- employment or employment assistance,
- faith-based or churches
- food pantries,
- immigrant or refugee,
- legal services,
- medical/health,
- mental health,
- nonprofit or community organization,
- nursing home,
- rent or financial,
- shelter and housing (such as section 8, landlords/housing agencies, homeless shelters, etc.),
- state, county, city or other local government agency,
- youth and after school programs or similar services

Create new victim service projects to meet the needs of a new community, to offer new services, or to expand outreach into a new area. A new initiative could add new staff or expand the duties of staff not previously funded by the Crime Victim Assistance Division's Victim Services Support Program (VSS). New projects or services may include, but are not limited to;

- assisting survivors with funeral arrangements of their deceased loved one,
- assisting with statements to the media,
- case management or social work
- community outreach and awareness
- legal services
- multi-disciplinary team coordination (e.g. Sexual Assault Response Teams (SART), Domestic Abuse Response Teams (DART))
- offering direct client assistance.
- providing support throughout the criminal and civil justice proceedings as it relates to the victimization,
- providing information about the criminal justice process in its entirety including but not limited to the investigation, pre-trial procedures, trial and appeal, in person, by phone, or in writing.
- providing support during legal processes including assistance with victim impact statements.
- providing assistance in filing claims with the Iowa Attorney General-Crime Victim Assistance Division's Victim Compensation Program, Safe at Home program, Iowa Protective Order Notification for Domestic Abuse (IPONDA) & Iowa Victim Information & Notification Everyday (IowaVINE).
- providing referrals to community based victim service programs and other resources as appropriate
- providing individual and group counseling, therapy and/or support groups
- providing personal and systems advocacy on behalf of the survivor/victims including housing, economic, medical and sheltering advocacy,
- providing community organizing and collaborating with related professionals/agencies