

PROGRAM STANDARDS

For Nebraska's Domestic and
Sexual Violence Programs

*Developed by the
Nebraska Coalition to
End Sexual & Domestic
Violence and Nebraska's
Domestic and Sexual
Violence Programs*

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Introduction

Nebraska's Network of Domestic and Sexual Violence Programs is comprised of independent crisis centers across the state working to support survivors of sexual and domestic violence, dating violence, stalking and human trafficking in their local communities. Each individual program is committed to providing ethical and comprehensive services that meet the needs of survivors in their communities. The Network of Domestic and Sexual Violence Programs is committed to providing services based on an empowerment model of advocacy that embraces a trauma informed approach

The philosophy of empowerment and survivor-centered advocacy is the foundation of service delivery. Empowerment restores a survivor's power and control over her/his own life and affords them the opportunity to see herself/himself as a strong and competent individual who can live an independent life free from abuse.

Nebraska's Network of Domestic and Sexual Violence Programs, in collaboration with the Nebraska Coalition to end Sexual and Domestic Violence, has developed these Program Standards .

The Program Standards consist of the minimum requirements that each DV/SA Program within the Network is expected to meet. They are a compilation of tools used to enhance services and to make operation and evaluation of domestic and sexual violence programs more effective. The goal for the Network of Programs is to comply with these standards to the greatest extent possible in order to ensure that the Domestic and Sexual Violence Programs in Nebraska are able to provide consistent and effective services for all survivors in our state. These standards are a living document that will grow and change as our knowledge and understanding of the needs of survivors grow and change.

Nebraska Coalition to End Sexual and Domestic Violence Vision, Mission, and Values

Vision

We believe our world and all who live in it are sacred. We envision a world where violence is a distant memory and healthy relationships prosper for people of all identities.

Mission

The Nebraska Coalition to End Sexual and Domestic Violence enhances safety and justice by changing the beliefs and behaviors, and dismantling the systems that perpetuate sexual and domestic violence, human trafficking, stalking, and other forms of violence.

Values

The Nebraska Coalition to End Sexual and Domestic Violence embraces twelve core values that provide definition and direction for the work of the Coalition and network of programs. These values guide our beliefs and actions.

Safety: Every person has the right to live without fear of violence in all forms in their personal and professional life. We put safety at the heart of our interactions and strive to do no harm. We promote best practices and policies that improve survivor safety, which includes providing trauma-informed care, maintaining confidentiality, and informing survivors of the limitations of confidentiality when it exists. We acknowledge that safety is different for each person and community. We choose to support individuals and communities as they foster safety in the way that is best for them.

Prevention & Social Change: We strive to stop violence before it occurs by investing in comprehensive, long-term primary prevention strategies that address the root causes of violence (such as racism, classism, sexism, climate change, and other inequities). We work to replace the beliefs and behaviors that support violence with beliefs and behaviors that promote safety and equity for all. We believe in trauma-informed action to promote accountability. We model non-violence in our interactions with each other, within our network, in communities, and with survivors. We know that to build a world free of violence, we must first dismantle the systems that allows it to prosper. We commit to changing the many structures within our society that uphold violence through social change.

Anti-oppression: We recognize the complexities of societal power and privilege as a root cause of violence. To build a more just and equitable society, we must dismantle the systems that have harmed, excluded, and silenced individuals and communities. We know that we must start from within as we work to create inclusive and anti-oppressive policies and practices. We choose to build an organization that includes multiple identities and values all lived experiences within our staff, board, network, and community partners.

Anti-racism: We believe that there is no passive option when it comes to racism. Silence is complicity with the oppressor. We commit to working within the organization and within ourselves to prioritize anti-racism work. We know that this work includes each of us centering efforts to understand our own privilege as individuals and as an organization, and making an ongoing commitment to dismantling that privilege.

Equity & Inclusion: We must strive to create a world where everyone is treated fairly and respectfully to truly create a world without violence. Not everyone needs the same thing to heal and flourish; to create a more unprejudiced world we must seek equity. To do this, we must respond to bias, both within ourselves and within the systems we navigate, on a daily basis. We commit ourselves to intentionally creating a space where all lived experiences are heard and celebrated. We acknowledge that the goal of our movement is not simply to include people with many different identities, but rather to hear all voices and center those who our movement and society have historically silenced.

Accountability: We value holding those who harm accountable for their actions. We choose to be accountable to each other, to our network, to communities, and to survivors. Although we have made commitments to our own learning and change, we know that we are imperfect. We choose to be accountable to each other so that we may do our best to create a world free of violence. We must also hold systems we interact with accountable for the harm that they cause.

Transformative Justice: We acknowledge that – as a movement – we have relied too heavily on the criminal justice system to bring safety and healing, when instead it has brought harm to many. We recognize that there are alternative approaches to accountability outside of the criminal justice system that allow for self-agency and individual experience. We choose to embrace transformative justice so that we may respond to violence without creating further harm. We also recognize that those who harm may have also been harmed. We seek to foster healing so that our world can become a place without violence.

Collaboration: We recognize that we must work with a variety of people, agencies, communities, and movements in our efforts to prevent violence and increase safety and healing. In this collaborative work, we model our values of equity, inclusion, and accountability. We must continuously build relationships on local, state, and national levels, while also remembering to bring survivors' voices into these efforts for truly effective partnerships. We will work with all who are committed to creating a world without violence, assuring we maintain our core values.

Education: Educating communities about sexual and domestic violence, human trafficking, stalking, and other forms of violence lays the groundwork for social change. To end violence, we must first learn to recognize violence and understand how it thrives in our communities. We believe that survivors are the true experts on their experiences and we can learn from them. We choose to foster curiosity and reflection within ourselves and others, to increase our capacity for growth. We acknowledge that new learning will create change within ourselves, our network, our communities, and our movements, which will directly benefit the survivors and the communities in which we work.

Empowerment & Autonomy: We strive to empower survivors, communities, and movements to make choices about their own lives, and to embrace each person's value system without imposing our own beliefs and biases upon others. We support an individual's increased spiritual, political, social, educational, gender-based, or economic strengths, in order for them to make informed and un-coerced decisions. We engage people in ways that promote individual empowerment, understanding that each person is the expert of their own experience. Just as we support survivors' decisions, we also choose to respect the decisions of other movements who are working for non-violence.

Leadership: We recognize that leadership is not a position or title; it is our ability to lead in an intentional and authentic manner. We seek to advance our capacity for thinking and our ability to look at complex challenges, while embracing kindness and rejecting fear. We choose to extend grace to ourselves and to others. We value leading with choices in ways that support our leadership intentions, and being true to our value. We recognize the harm of white supremacy culture and how it is embodied in how we define leadership. We welcome the opportunity to create change and grow forward into our values outside of white supremacy culture.

Intersectional Feminism: We believe in the rights of all people – not regardless of, but because of all of their identities. We recognize that all forms of violence are inextricably linked to each other. To seek justice for survivors of sexual and domestic violence, human trafficking, and stalking is to seek justice for all who experience violence. We choose to examine those intersections of oppression and work to better understand people and all of their experiences.

Section 1: Program Philosophy and Scope

Program Philosophy

As a network of direct service programs which support survivors of sexual and domestic violence, dating violence, stalking and human trafficking, the philosophical approach is to provide inclusive, ethical- comprehensive services, which are survivor-centered to uphold and empower autonomy. The role of advocacy is to offer support to an individual who is seeking information so they can make an informed decision and ensure they know their rights and resources available to them. Advocacy is not making the decision for the individual. In programs that serve sexual and domestic violence, dating violence, stalking and human trafficking survivors, advocacy includes a variety of options that provide survivors the opportunity for empowerment. Empowerment means helping individuals explore and evaluate options in order to make informed decisions based on their own needs and goals. It is important for programs to use an empowerment model for service provision that actively supports each individual's right to self-determination. Programs seek to empower those served with accurate information, accessible services, do no harm, and offer a safe place in which they can make their own choices.

A. Vision, Mission, and Goals

- 1) Program must have a vision statement, mission statement, goals, objectives and core values that reflect the following:
 - a. Statement of Philosophy/vision that reflects the Coalition's Core Values and Ethical Guidelines that includes:
 - i. Position statement on sexual and domestic violence, dating violence, stalking and human trafficking.
 - ii. Implementation of empowerment-based services.
 - iii. Statements of nondiscrimination, anti-racism, anti-oppression, intersectionality, and equity
 - iv. Social change advocacy language.
 - b. Mission Statement
 - i. Should be short and succinct, clearly stating the program's purpose.
 - ii. Includes types of services provided.
 - iii. Includes individuals to be served by the program.
 - c. Program goals and objectives
 - i. Should describe the program's desired conditions or results, and should fit the mission of the program.
 - ii. Objectives should specify the intended outcome of program activities that the program will work to achieve.
- 2) Boards of Directors should assist in determining the mission and the purpose of the program and should review the mission, goals, objectives and core values annually, using a social justice lens.

B. Compliance with Coalition's Core Values and Ethical Guidelines

- 1) Board members, staff and volunteers/interns are trained on and understand the Coalition's Core Values and Ethical Guidelines.

- 2) Board members, staff and volunteers/interns are held to the Coalition's Core Values and Ethical Guidelines.
- 3) Program ensures all staff, volunteers/interns and board members have read, understand and support the program's Philosophy Statement, Mission Statement and the Coalition's Core Values and Ethical Guidelines. A signed acknowledgement is kept in individual personnel file of staff and volunteers/interns.

Scope of Services

The network of programs provide services that are intended to serve the needs of survivors in their community, ensuring access for historically excluded populations. To do this programs must collaborate and cooperate with various service providers to ensure the best possible services are provided to each individual.

- A. Target service area and population
 - 1) Programs must describe the target population aimed to serve and it should also make clear:
 - a. Individuals to be served are survivors, family members and/or other individuals exposed to violence.
 - 2) Programs must make services available for survivors of all identities, gender and ages for the following:
 - a. Sexual Assault
 - b. Domestic Violence
 - c. Stalking
 - d. Dating Violence
 - e. Human Trafficking
 - 3) Programs must ensure overall service availability within their service area and work with other providers to address survivors who are underserved and who have experienced violence.
 - a. Programs should have an updated listing of identified providers who are suited to handle particular services within their service area and/or state.
 - b. If no referral agencies are available, or in emergencies, programs are encouraged to lend services to the extent possible (within the range of competent service delivery).
 - c. Programs should be aware of the range of services and other public services available in the community, and be prepared to provide referrals for services that fall beyond the scope of their own program, such as:
 - i. Food and shelter, legal services (civil, criminal, immigration), medical care (SANE/SART exams, general health, and sexual reproductive health), substance abuse treatment, Mental health treatment, and crisis counseling.

- 4) Programs must develop cultural competency and form formal and informal partnerships with relevant community-based organizations, including services for survivors with limited English proficiency and marginalized populations.
 - 5) Programs must ensure sufficient experience, training, supervision, materials, and outreach to provide competent service delivery based on the characteristics of the survivors.
 - a. A lack of competency should not be a reason to turn survivors away from Programs.
 - 6) Programs must review all policies and procedures regularly to ensure they fit with best practices and are in support of social justice.
- B. Compliance with governmental laws, regulations, and policies
- 1) Programs must ensure all program procedures comply with applicable government or agency rules or requirements.
 - 2) Programs must ensure staff and volunteers/interns are trained on relevant laws and policies, and staff are informed of any updates to laws/policies.
 - a. Laws and policies may include, but are not limited to: federal, state, and local civil rights laws; funding statutes; privacy protections, corporate laws governing nonprofit boards and bylaws; grantor requirements; criminal laws; any state/tribal constitutional rights for survivors; mandating reporting requirements; and federal and state victims' right laws.
 - 3) Programs must ensure staff and volunteers/interns understand and agree to comply by the laws relevant to their role in the agency.

Section II: Program Administration

Board of Directors

Each of Nebraska's domestic and sexual violence programs must have 501(c) (3) status which requires them to have a Board of Directors. The Board of Director's primary function is to ensure that the program is carrying out its mission in a manner that is ethical, effective and fiscally accountable. The main focus of a Board of Directors should be on the agency's policies, procedures, fundraising and hiring an Executive Director that can effectively administer those policies and procedures on a day-to-day basis. The Board of Directors is responsible for creating and sustaining a strong foundation and framework for the organization which supports the work and activity of the Domestic and Sexual Violence Program.

A. Bylaws and Documentation

- 1) The Board of Directors must have documented bylaws, which must include:
 - a. Name, purpose and location of the organization.
 - b. Process for selection of members that strives to ensure membership is reflective of the community.
 - c. Minimum (no less than 3) and maximum number of board members.
 - d. Term Limits (not to exceed six years).
 - e. Process for resignation and removal of board members.
 - f. Officer nomination and election procedures.
 - g. Duties of the officers and members.
 - h. List of board committees and their duties – (a minimum of executive and nominating committee).
 - i. Provisions for regular and emergency meetings.
 - j. Description of the Board's relationship with the Executive Director and delineation of authority.
 - k. Conflict of interest policy.
 - l. Quorum requirements which shall be a simple majority of the members of the Board of Directors.
 - m. Designated facilitation procedure (Ex; Robert's Rules of Order).
 - n. Fiscal policies/Fiscal year.
 - o. Procedures for reviewing and revising bylaws, including the amendment process.
 - p. Attendance Requirements (i.e. required to attend at least 4 meetings per year).
 - q. Description of how state laws and regulations are followed.
- 2) Programs must keep records documenting that board members have signed the required forms, including:
 - a. Review of the mission, goals and objectives of the program.

- b. Conflict of Interest and Disclosure Statement for the member, or his or her immediate family, who has or may be perceived as having a financial interest in any transaction or property involving the program.
 - c. Confidentiality.
 - d. Board member support of the Coalition's Core Values and Ethical Guidelines.
 - 3) Programs must ensure these documents are collected, reviewed and updated annually.
- B. Recruitment and Retention of Board Members
 - 1) Programs must have written procedures and criteria for recruitment and selection of board members, including:
 - a. Active recruitment of survivors of domestic and sexual violence for membership
 - b. Criminal background history/check (local, state and national), sex offender registry check, CPS/APS central registry checks. Out of state background checks should be done for individuals who have resided in Nebraska less than 5 years or have been employed less than 5 years. State Driving records should be checked as well.
 - c. Program has written procedures that address the steps to be taken when background check report is received and reviewed
 - d. To the extent possible, the Board composition should reflect the diversity of the program's constituencies and the community at large
 - 2) Programs maintains a current list of board members, including:
 - a. Name.
 - b. Contact information.
 - c. Position.
 - d. Term of membership.
 - e. Term of office.
- C. Roles and Responsibilities of Board Members
 - 1) The program's vision, mission, goals, objectives is determined by the Board of Directors and the Board annually reviews these for accuracy and validity within the program.
 - 2) Board of Directors duties and responsibilities include:
 - a. Holding regular meetings and keeping of meeting minutes.
 - b. Reviewing annual report data.
 - c. Involvement in policymaking decisions that affect personnel, budgetary, or program development matters.
 - d. The regular updating of a job description for the Executive Director that clearly defines the requirements, roles, and responsibilities of the position.
 - i. Minimum requirements for the Executive Director should include the following, but not limited to;
 - 1. Experience in the area of leading a Non-Profit organization

2. In depth understanding of the dynamics of domestic and sexual violence
 3. Extensive knowledge of advocacy on behalf of individuals
 4. Human Resources knowledge, including all aspects of employee supervision
 5. Ability to maintain confidentiality at all times
 6. Previous experience in authoring and managing federal, state and local grant funding
 7. Skills in the area of communications and Public Relations
 8. Knowledge regarding working with a Board of Directors and volunteer/intern programming
 9. Experience in developing, monitoring and maintaining sound financial practices with knowledge of accounting systems and software
 10. Understanding of and desire to facilitate fundraising activities
 11. Ability to work flexible hours including travel to statewide meetings.
- e. Delegation of the responsibility and authority for administering the day-to-day business of the program to the Executive Director.
 - f. Ensuring that the Executive Director is hired in accordance with established procedures and receives adequate orientation, training and support.
 - g. Evaluating the performance of the Executive Director on an annual basis, which should include but not limited to, feedback from Board Members, staff, and collaborating agencies.
 - h. Maintaining the financial integrity of the organization through the following actions:
 - i. Reviewing and approving financial policies on an annual basis.
 - ii. Approving an annual operating budget and approves any revisions to the budget.
 - iii. Reviewing and approving financial statements, at minimum, on a quarterly basis.
 - iv. Monitoring compliance and adherence to the program's financial policies and ensures proper financial controls are in place.
 - v. At least one member of the Board of Directors is familiar with General Accepted Accounting Principles.
 - vi. Ensuring the program undergoes an audit by an independent certified public accountant at least every two years unless an annual audit is required by funding sources. The audit must be conducted within six months of completion of fiscal year. The certified public accountant should be the individual who presents findings to the Board.
 - vii. Ensuring the program has a procurement and competitive bid policy in place for major purchases and professional services.
 - viii. Ensuring an inventory of physical assets is maintained and reconciled annually with program records.

- i. Assisting with fundraising efforts, guided by a fundraising policy for the board that includes:
 - i. Monitoring and evaluating fundraising activities for cost effectiveness.
 - ii. Actively identifying and assisting with funds solicitation from government entities, corporations, foundations and other available sources, including local community members and businesses.
- j. Ensuring sound risk management practices/policies are in place through the following actions:
 - i. Program has and maintains adequate liability insurance to cover board members, volunteers/interns and staff including the following policies:
 - 1. Bonding Insurance/Employee Dishonesty Bond
 - 2. Worker's Compensation (when required by law)
 - 3. Professional Liability Insurance Coverage
 - 4. Directors and Officers Liability Insurance
 - 5. Commercial Property Insurance
 - 6. Commercial General Liability Insurance
 - 7. Auto Insurance (if applicable)
 - ii. Compliance with the Nebraska Workers Compensation Act which includes the following:
 - 1. Every public and private employer subject to the Nebraska Workers' Compensation Act shall establish a safety committee
 - 2. The safety committee shall be an equal number of members representing the employer and employees
 - 3. The safety committee shall adopt and maintain an effective written injury prevention program that shall address all worksites and all classes of workers and include:
 - a. Shall approach each category of work place hazard with the intention of totally preventing workplace injuries and illnesses.
 - b. Shall include training regarding details of the safety program and hazards associated with the work.
 - c. The employer shall communicate to all employees the employers' safety rules, policies and procedures.
 - d. A copy of any employer implemented safety program shall be accessible to all employees and made available to Dept of Labor upon request.
 - 4. Committee members shall meet at least once during each three months of operation.
 - 5. Employers of ten or less employees that had no injuries or illnesses normally reported, or claims filed, during the immediately preceding 12 months need only meet once during the following 12 months.

6. Committees shall maintain written minutes of all meetings for at least 3 years.
 7. The employer shall compensate employee members of the safety committee at their regular hourly wage plus their regular benefits while the employees are attending committee meetings or otherwise engaged in committee duties.
 8. An employee shall not be discharged or discriminated against by his or her employer because he or she makes any oral or written complaint to the safety committee or any governmental agency having regulatory responsibility for occupational safety and health, and any employee so discharged or discriminated against shall be reinstated and shall receive reimbursement for lost wages and work benefits caused by the employer's actions.
- k. Ensuring the program has written policies in place to address the following situations:
- i. Nepotism.
 - ii. Board members cannot be paid employees.
 - iii. Board members cannot accept honorariums, gifts, or any other form of compensation from program participants.
- l. Ensuring the program meets minimum legal requirements and is in compliance with applicable employment law filing the following:
- i. Federal and State Income Tax Payments – 941 & 941N
 - ii. State Unemployment Payments as required
 - iii. 1099 Forms
 - iv. W2, W3 and W3N Forms
 - v. Nebraska New Hire Reporting
 - vi. I9 Form
 - vii. Personal Property Tax Forms as required
 - viii. Biannual Report to the Secretary of State
 - ix. IRS 990 Forms and Schedule A
- m. Establishing procedures for conducting its business including:
- i. Board members receive agendas, fiscal reports and supporting written materials at least one week prior to meeting.
 - ii. Copies of all board meeting minutes are maintained in a notebook by the Secretary of the board and another copy kept on file at the program. Board minutes shall include:
 1. Names of those present and names of those absent.
 2. Presiding officer.
 3. Date, time and place of meeting.
 4. All main motions, including approval of previous meeting minutes and financial reports.
 5. Names of those making motions and seconds.
 6. Disposition of all motions.

7. Time of adjournment.
 8. Signature of secretary.
- n. Ensuring the program maintains appropriate organizational documentation including:
- i. Documentation of the legal propriety, including Articles of Incorporation, 501 (c)(3) tax exempt status and corporation bylaws.
 - ii. A federal Employer Identification Number issued by the Internal Revenue Service.
 - iii. Copy of current Biennial report which is submitted to the Secretary of State.
 - iv. A record book of minutes of Board of Director Meetings.
 - v. Organizational Chart
- o. Carry out regular assessment of their performance and continuously look for ways to improve. Evaluation opportunities should be provided to:
- i. Community members.
 - ii. Staff.
 - iii. Survivors.
 - iv. Funders.
- D. Articles of Incorporation
- 1) The program's Articles of Incorporation should include (Ne Statute 21-1921)
 - a. Corporate Name
 - b. One of the following statements:
 - i. This corporation is a public benefit corporation.
 - ii. This corporation is a mutual benefit corporation.
 - iii. This corporation is a religious corporation.
 - c. The street address of the corporation's initial registered office and the name of its initial registered agent at that office.
 - d. Name and address of each incorporator.
 - e. Whether or not the corporation will have members.
 - f. Provisions not inconsistent with law regarding the distribution of assets of dissolution.
 - g. Articles of incorporation may include:
 - i. The purpose or purposes for which the corporation is organized, which may be, either alone or in combination with other purposes, the transaction of any lawful activity.
 - ii. The names and street addresses of the individuals who are to serve as the initial directors.
 - iii. Provisions not inconsistent with law regarding:
 1. Managing and regulating the affairs of the corporation.
 2. Defining, limiting, and regulating the powers of the corporation, its board of directors and members.

3. The characteristics, qualifications, rights, limitations, and obligations attaching to each or any class of members.
- iv. Any provision that under the Nebraska Nonprofit Corporation Act is required or permitted to be set forth in the bylaws:
 1. Each incorporator and director named in the articles must sign the articles.
 2. The articles of incorporation need not set forth any of the corporate powers enumerated in the act.

E. Training and Orientation

- 1) Board members must be trained and oriented to their role, including:
 - a. New board members receive orientation within three months of appointment to Board that complies with the Coalition’s Training Requirements.
 - b. All board members are offered a minimum of one training session each year that meets Coalition’s Training Requirements.
 - c. Board members receive written expectations that clearly explain their roles and responsibilities and sign a written statement of commitment/responsibility.

Termination of Services

In rare instances programs may have to cease providing services to their survivors and communities. When that occurs, specific considerations and action steps must be undertaken to ensure as little interruption as possible to service provision.

- A. Programs must have written policies that detail the process and considerations for program closing or termination, including:
 - 1) Notification of survivors.
 - 2) Notification of staff and volunteers/interns.
 - 3) Community Notification.
 - 4) Records Retention.
 - 5) Notification of the Coalition
- B. Programs must have a policy related to the storage of records if the program is dissolved and records must be maintained by law. This policy should address the following:
 - 1) The process to establish a custodian of records.
 - 2) Survivor notification of the transfer of records when it is reasonable and safe to do so. Notification should identify how long records will be kept by the custodian and contact information for the custodian.
 - 3) How records will be destroyed and disposed of by the custodian when permitted to do so by law.

Personnel

The degree of ability and commitment it takes to work with survivors/survivors is something that few people truly understand. Assisting people who are trying to change their lives requires multi-talented, capable, knowledgeable, dedicated and reliable workers. The importance of good staff, who are emotionally and financially supported by the Program, cannot be overstated. Staff members can be the pivotal point to a successful or unsuccessful program and critical to the quality of services your organization provides. The foundation for excellent service delivery is the strength of its staff. Solid education and experience, strong professional values and conscientious ethics are necessary qualities in each program's personnel. The Programs' management must possess a compelling leadership ability to ensure that services reflect these qualities.

A. Policies and Procedures

- 1) Programs' personnel policies should incorporate:
 - a. Purpose of the personnel policies.
 - b. Section on confidentiality.
 - c. Sexual and domestic violence, dating violence, stalking and human trafficking policy.
 - d. Workplace violence policy.
 - e. Nepotism policy.
 - f. Conflict of Interest policy.
 - g. Advertising, recruitment, selection process.
 - h. Full background checks and reference checks
 - i. Note: when the individual has lived in Nebraska less than 5 years or has been employed less than 5 years, a full national criminal history needs to be done, including sex offender, and central registry and state driving records. Should be re-verified every 2 years.
 - i. Training requirements.
 - j. Employee expectation.
 - k. Work hours/Office hours.
 - l. Accident and safety procedures.
 - m. Benefits, vacation, sick time, holidays.
 - n. Leave, including:
 - i. Funeral leave.
 - ii. Maternity leave.
 - iii. Jury duty.
 - iv. Voting.
 - v. Military leave.
 - vi. Administrative leave.
 - vii. Absence with or without pay.

- o. Evaluations and performance standards for:
 - i. Staff, volunteers/interns, executive director.
- p. Corrective actions policy, including:
 - i. Confidentiality of the process.
 - ii. Documentation of the process, where such documentation is kept, and for how long.
 - iii. Recommendations for alternative corrective actions, including a progressive sequence of action for multiple violations.
 - iv. The role and authority of supervisors in the process (if needed).
 - v. Appeals process for staff, where a higher level of authority reviews the appeal.
 - vi. How its approach is a positive process of corrective action directed towards education and development of staff.
- q. Dismissal policy, including:
 - i. A written statement citing the reason for dismissal.
 - ii. The effective date of the dismissal.
 - iii. A statement of the status of fringe/retirement benefits after dismissal.
 - iv. Process for dismissal, including any provision of exit interviews or other means of receiving feedback.
- r. Staff Grievance policy and procedures, including:
 - i. Matters for which grievances can be filed
 - ii. Levels in the program to which the grievance may be filed and/or appealed.
 - iii. The type of information to be submitted when filing a grievance.
 - iv. Procedural steps and time limitations for each level in responding to grievances and appeals.
 - v. Any criteria for staff representation.
 - vi. The staff member responsible for coordinating grievance procedures.
 - vii. Process for how grievances are handled, analyzed, and affirmed/denied.
 - viii. How information obtained from grievances helps to affirm and/or change processes and practices for the agency.
- s. Personnel Records kept
- t. Current employment laws and policies, including:
 - i. 403b documentation if the program provides a 403b option.
 - ii. All state and federal employment laws.
 - iii. Drug Free Workplace Policy.
 - iv. Sexual Harassment and training.
 - 1. Such policies must include a means by which harassment can be reported, including in situations where the harasser is in the individual's chain of supervision.

- v. Whistleblower policy.
 - vi. Equal Employment Opportunity Act.
 - vii. Americans with Disabilities Act.
 - viii. Civil Rights Act.
 - ix. Fair Labor Standards Act (Employee Categories), including:
 - 1. Eligibility & classifications.
 - x. National Labor Relations Act.
 - xi. Compensation.
 - xii. Payroll.
- 2) The Board of Directors reviews personnel policies and procedures annually and are updated as needed.
 - 3) Programs must ensure staff and volunteers/interns are trained and oriented on all related personnel policies, including policies that guide supervision, early on in their affiliation with the program.
 - 4) Personnel files for each employee should include:
 - a. Form I-9 (recommended practice is to file separately from other HR documentation).
 - b. Tax forms W-4 & W-2.
 - c. Performance reviews.
 - d. Background checks.
 - e. Job description.
 - f. Resume/application.
 - g. Hire Date.
 - h. Letter of employment.
 - i. Copy of driver's license.
 - j. Proof of credentials or education if professionally licensed.
 - k. Salary information.
 - l. Signed confidentiality statement.
 - m. Signed drug free policy.
 - n. Signed ethical guidelines.
 - 5) Employees are assured access to their personnel files and given an opportunity to add information to their file.
- B. Job Descriptions, Postings and Organizational Charts
- 1) Programs must have an organizational chart that defines agency structure, accountability, supervision, and reporting relationships.
 - 2) Programs job descriptions, for all administrative and program staff (paid and volunteer/intern), must include:
 - a. Job title.
 - b. Job classification.
 - c. Tasks and responsibilities.
 - d. Required skills, knowledge, and experience.

- e. Criteria for training/experience (including licensure and educational requirements).
 - f. Placement within the organizational chain of supervision.
 - g. Commitment to address racism, oppression, and create equity.
 - 3) Programs ensure job descriptions are updated on a regular basis.
 - 4) Interviews for new paid staff and volunteers/intern must include questions that explore each individual's commitment to the agency's mission, vision, and values and ability to provide services to all survivors.
 - 5) Programs' interview practices must embrace equity to all applicants, such as:
 - a. Program must ensure all staff are informed that anti-racism and anti-oppression are a responsibility for all positions.
 - 6) Programs should post all required employment postings, including:
 - a. EEOC
 - b. E-Verify poster
 - c. Fair Labor Standards Act
 - d. Payday Notice
 - e. OSHA
 - f. Unemployment Compensation
 - g. Summary of Work-Related Injuries & Illnesses (10+ employees)
 - h. Whistleblower's Protection Act poster
- C. Schedule of Salaries and Benefits
- 1) Programs must have a philosophy regarding salaries and benefits (ie. seniority based salary increases may not fit a nonhierarchical philosophy), which addresses how salary increases and available fringe benefits are determined.
 - a. Programs are encouraged to provide pay increases based on merit and the rise in cost of living.
 - b. Programs are encouraged to provide a fringe benefit package that includes basic health insurance, unemployment and workers' compensation benefits, medical/sick leave, vacation time, and customary holidays.
 - 2) The Executive Director and the Board of Directors must review the schedule of salaries and benefits annually and should ensure salaries and benefits are adequate for all positions.
 - a. Programs are encouraged to make available adequate wellness benefits to support health and mental wellbeing of all personnel.
- D. Nondiscrimination in Employment
- 1) Programs must have a nondiscrimination policy, specific to employment.
 - a. Such policies should include nondiscrimination on the basis of age, race, color, national origin, language/literacy, sex, gender identity, and expression, sexual orientation, disability, social class, economic status, education, marital status, religion, immigration status, and HIV status.

- 2) Programs must take steps to reduce bias in order to ensure staff are recruited, assigned duties and salaries, retained and promoted fairly.
- 3) Programs must employ ongoing efforts to enhance the cultural competence of staff and volunteers/interns.
 - a. Such efforts could include inviting culturally specific communities to provide cross-training, asking staff to manage partnerships with culturally relevant organizations, or offering to co-locate staff at a culturally relevant organization for outreach purposes.
- 4) Programs should actively seek staff and volunteers/interns who reflect the diversity within their service area.

E. Staff Conduct and Supervision

- 1) Programs must have a code-of-conduct, guiding the on-the-job performance of staff and volunteers/interns, detailing the expectations for appropriate performance and behavior of staff.
 - a. Codes of Conduct must include:
 - i. Compliance with ethics and the mission, values, goals and objectives of the program.
 - ii. Compliance with program policies.
 - iii. Compliance with confidentiality standards.
 - iv. Unbecoming conduct.
 - v. Use of alcohol/drugs.
 - vi. Abuse of authority.
 - vii. Acceptance of gifts/bribes.
 - viii. Proper care and maintenance of equipment.
 - ix. Compliance with the Coalition's Core Values and Ethical Guidelines.
 - x. Description of unacceptable behavior, described in detail.
 - b. Programs must ensure that all staff support the Coalition's Core Values and Ethical Guidelines and how that is maintained.
 - c. Programs must ensure that all staff review, understand, and support the program's mission, goals, and objectives and how that is maintained.
 - d. Programs must ensure that all staff have signed a program confidentiality agreement and how that is maintained.
- 2) Programs must carry out supervisory duties which may include direct oversight and support of staff, arranging training, scheduling staff, monitoring time and attendance, assigning job duties, assessing staff workload, promoting self-care practices, and assessing for burnout, compassion fatigue, and vicarious trauma and arranging for support as needed.

F. Staff Support and Recognition

- 1) Programs must have formal and informal ways staff are recognized for good work.

- 2) Programs must have a plan for assessing and managing staff stress.
 - a. Such plans may include informal opportunities for staff to discuss cases, concerns, and their own reactions to everyday events; individual reflective activities such as journaling; weekly supervision and support; scheduled days away from work; provision of professional mental health and well-being services to staff; training specific to resilience; access to employee assistance programs; etc.

Volunteer/Intern Programming

Volunteers/interns are a unique and needed component of providing services to survivors and their dependents. Programs have the opportunity to strengthen their services, broaden their community outreach, and increase their impact through dedicated volunteers/interns. When volunteers/interns are used in the best manner, they can also provide some relief to staff who may otherwise be on call on a continuous basis. Skilled volunteers/interns, who are representative of the community and are passionate about this work, are a positive addition to programs and their services. There are endless possibilities for volunteers/interns to be used within the programs, including but not limited to direct services with survivors, office related assistance, helping with fundraisers and providing presentation within communities. Through the appropriate training, supervision and ongoing volunteer/intern recognition, programs can potentially expand on their already successful efforts.

A. Volunteer/Intern Management

- 1) Programs must have written policies and procedures in place for volunteers and/or interns that address each of the following areas:
 - a. Philosophy, goals and objectives of the volunteer/intern program.
 - b. Recruitment, selection and screening of volunteers/interns.
 - c. Background checks: criminal background (local, state and national, out of state background check when an individual has resided in Nebraska less than 5 years or employed less than 5 years), sex offender, central registry checks, and state driving records. Re-verified every 2 years on direct service volunteers/interns.
 - d. Training requirements.
 - e. Confidentiality requirements.
 - f. Non-discrimination policy.
 - g. Sexual harassment policy.
 - h. Sexual and domestic violence, dating violence, stalking and human trafficking policy for volunteers/interns.
 - i. Drug free workplace policy.
 - j. Rules of conduct

- k. Supervising and evaluating performance, including a system of recognition and rewards.
 - l. Recordkeeping on volunteer/intern participation.
 - m. Grievance procedures.
 - n. Dismissal.
- 2) Programs must have written job descriptions maintains a file for each volunteer and/or intern.
 - 3) Programs must have a written document for volunteers/interns to sign stating that they understand that they don't have an employment relationship with the agency.
 - 4) Program has written guidelines in place regarding former program participants to serve as volunteers/interns.
 - a. Programs should review each volunteer/intern service request from a program participant on a case-by-case basis.
 - 5) Programs must ensure volunteers/interns are supervised differently than paid staff, including training, supervision, and dismissal of volunteers/interns.
 - a. Programs should include specifics regarding interns, receiving credit for their service.
 - b. Programs should include the staff or volunteer/intern who is designated as the volunteer/intern coordinator.
 - 6) Programs must ensure that volunteers/interns represent the makeup of the community, are onboarded/trained, are retained, and recognized for their work.
 - 7) Programs must maintain confidential files for each volunteer/interns.
 - a. Such files should include a signed confidentiality statement and a record of all training completed by the volunteer/intern, documentation of support for the Coalition's Core Values and Ethical Guidelines, and acknowledgement of reading, understanding, and supporting the program's mission, goals, and objectives.

Training and Development

Sexual and domestic violence, dating violence, stalking and human trafficking, are complex societal problems that are difficult to understand without comprehensive training. It is important for staff, board members and volunteers/interns to be adequately trained in order to provide comprehensive advocacy with and for survivors and their children. Although it is not necessary to have a specific degree or professional license to do effective advocacy work, it is important that program staff, board members and volunteers/interns are provided with adequate training related to issues that survivors/survivors and their children face.

A. Staff and Volunteer/Intern Training

- 1) Programs must have developed and implemented a written training plan, detailing training and orientation for all new staff, volunteers/interns. The Coalition provides Fundamentals of Advocacy for all programs, however when necessary a program may provide their own training, and must include the topics identified by the Coalition in the Training Requirements document. Programs should include the following in their training plan:
 - a. 8 hours of crisis intervention training for individuals providing direct services to survivors, including the individuals who are answering the Crisis Line. This training is to be provided by the Coalition or the program, and to be completed as soon as possible after employment begins.
 - b. 40 hours of training from fundamentals topics within six months of hire date.
 - c. 8 hours of in-person training within the first year of employment on the impact of oppression on survivors, importance of centering anti-oppression and anti-racism in our movement, understanding intersectionality; understanding equity and equality.
 - d. 20 hours of the additional topics offered by the Coalition or the Program, to those that have completed the initial 40 hours of Fundamentals of Advocacy training.
 - e. 4 hours of training for administrative staff, volunteers/interns who may have incidental contact with individuals accessing services, i.e. admin support, receptionist, donation manager, etc, and includes topics listed in the Training Requirements document.
 - f. In regards to individuals or groups who provide one time services, (i.e. completing a non-direct survivor project, yard work, distributing information, organizing donation, etc.) in lieu of formal training a verbal program overview and signed Confidentiality Agreement are required.
 - g. Full time staff members providing direct services need to receive 20 hours of work-related training and/or continuing education annually provided by the agency or other external source.
 - h. Training requirements, if any, are implemented by the program for persons providing donated and/or other services, i.e. lawn care, computer maintenance, painting etc.
 - i. At minimum, the program should thoroughly explain confidentiality and require a signed Program Confidentiality Agreement from the individual providing the service.
 - i. Procedures for evaluation of the training program are in place to ensure quality and relevance of training topics.

- 2) All program facilities have the following safety precautions in place:
 - a. Working smoke detectors
 - b. Carbon monoxide detectors (sleeping areas)
 - c. Fire extinguishers located in high traffic areas
 - d. No Smoking sign and/or Designated smoking areas
 - e. Clearly marked exits
 - f. Doors and windows have adequate locks
 - g. Childproof outlet protectors
 - h. Chemicals/cleaning supplies and other hazardous materials are in a secure area and out of reach of children.
 - i. Standard first aid kit at each office location.
 - 3) Programs ensure staff are trained/informed for emergency procedures that may require evacuating the building or notifying crisis response personnel.
 - 4) Programs ensure emotional safety is provided for survivors and considers how the physical space can improve a trauma-informed response.
- B. Safety and Security of Groups and Interior
- 1) Programs must have policies and/or procedures that describe how the safety of staff is provided, and specific actions that should be taken if a staff member feels unsafe.
 - a. Programs should consider the following in regards to this standard:
 - i. If additional staff need to be present in the building to enhance safety.
 - ii. How staff should respond to harassing and/or intimidating behaviors on the part of survivors and/or community members.
 - b. Programs should have a written safety procedure that addresses the Program's response to a person who has caused or is threatening to cause harm to a survivor who is on property as well as when such person is within community settings.
 - 2) Programs must have emergency evacuation instructions and diagrams specific to each site, posted in visible places throughout facilities.
 - 3) Programs must have written emergency procedures specific to each site that addresses each of the following:
 - a. Natural disasters (ie. fire, tornadoes, floods, etc.).
 - b. Bomb threats, intruders, hostage situations.
 - c. Injury or health-related emergencies.
 - d. Severe weather emergencies and power outages.
 - e. Workplace violence.
 - 4) Programs must have written policies concerning the control and prevention of infectious and contagious diseases and the use of Universal Precautions as defined by the Center for Disease Control.
 - 5) Programs must have adequate space to ensure a comfortable environment for all survivors, staff and volunteers/interns:

- a. Adequate office space for staff and volunteers/interns.
 - b. Private area for meeting with survivors.
 - c. Access to private space for telephone calls, computer use, and/or telehealth.
 - d. Designated play areas for children, if practical.
 - e. Program provides a safe and supportive environment which reflects an inclusive, affirming and trauma-informed approach.
 - f. Plan for meeting the needs of survivors who may not have physical access to the program office.
- 6) It is the responsibility of each program to provide survivors, staff, and volunteers/interns a safe environment which will include, but not limited to:
- a. Routine maintenance and general upkeep.
 - b. A structurally safe building.
 - c. All facilities should meet funding, contract, licensing and/or health department requirements.

Fiscal Management

It is critical that Programs have carefully developed fiscal policies that are closely followed in order to ensure the long-term stability and success of the overall Program. Sound fiscal and administrative policies and procedures allow the Board of Directors to remain focused on maintaining a solid foundation for the Program to fulfill its work. A solid foundation allows a Program's staff to focus on their primary missions which are to provide services to the survivors of sexual and domestic violence, dating violence, stalking and human trafficking, that reach out to them. Community supporters and donors, as well as governmental and private funders, are able to confidently invest in an organization that uses its resources wisely, incurs expenses prudently and records and reports its income and expenditures accurately.

A. Fiscal Management Policies

- 1) Programs must have written financial policies that include:
 - a. General Accepted Accounting Procedures
 - i. Program utilizes an accounting system that records revenues and expenditures using generally accepted accounting principles, i.e. general ledger, accounts receivable and accounts payable, cash receipts and disbursement journals, chart of accounts
 - ii. Program uses a double entry bookkeeping system in accordance with generally accepted accounting principles and includes annual depreciation of fixed assets
 - b. Segregation of duties
 - i. Designated staff position(s) are responsible for maintaining financial reports and statements

- ii. A system of checks and balances is in place when segregation of duties is feasible
- c. Authorized Check Signatures
 - i. At least three people are authorized to sign agency checks
 - ii. Checks over a specified amount require two signatures, one of which is a board member
- d. Banking procedures and account maintenance
 - i. Bank accounts are maintained using general accepted accounting procedures and applicable federal and state law
 - ii. Bank accounts and statements are reconciled with financial records monthly and retained according to policy
- e. Invoice and Purchasing
 - i. All invoices and purchases are approved before any payment is rendered
 - ii. Supporting documents for all revenues and expenditures are kept and appropriately recorded. This includes:
 - 1. Receipt/check vouchers for revenue
 - 2. Bank Statements
 - 3. Approved invoices and purchase orders
 - 4. Receipts for expenses
 - 5. Leases/Contracts
- f. Procurement policy that requires a written or oral bid for materials or services over a specified amount
- g. Financial policies address authorized usage and internal controls for agency credit and/or debit purchases
- h. Payroll and Employee Reimbursement.
 - i. All payroll transactions are recorded and maintained for each employee
 - ii. Time sheets, expense reimbursement forms and employee leave time is appropriately documented and maintained for each employee
 - iii. Changes in personnel status and rate of compensation are documented in each employee's personnel file
- i. Petty Cash
 - i. Petty cash is limited in amount and purpose and access is restricted
 - ii. Petty cash is periodically and randomly reconciled by someone other the custodian of the fund
- j. Donated Materials and/or Services

- i. Donations of materials and services are received and documented. A copy of the documentation and/or receipt is provided to donor upon request
- ii. Value of donated goods or services for the purpose of charitable tax deductions is determined by donor
- iii. Donors are acknowledged promptly in a thank you note written by someone other than the person who documented the donation and the note specifically lists donated item and/or service
- iv. All acknowledgements of donations, receipts and/or thank-you, should include the following:
 - 1. General description of the items donated
 - 2. Date the donation was received
 - 3. Either (a) statement whether the Program provided any goods or services in return for the donation, such as, "No goods or services were received in return for this gift; or (b) if the gift was \$75 or more and the Program did provide something of more than insubstantial benefit in return for the gift, (such as tickets to a special event or a dinner), then the Program must include a good faith estimate of the value of the goods/services provided (such as the market value of tickets to the event)
- k. Donated Funds
 - i. Donor's name, date and amount of contribution is recorded and maintained on appropriate forms and a copy of documentation and/or receipt is provided to donor upon request
 - ii. Donors are acknowledged promptly in a thank you note written by someone other than the one who received the contribution and the note specifically states the amount of the donation
 - iii. All acknowledgements of donations, receipts and/or thank-you, include the following:
 - 1. Amount donated
 - 2. Date the donation was received
 - 3. Either (a) statement whether the Program provided any goods or services in return for the donation, such as, "No goods or services were received in return for this gift"; or (b) if the gift was \$75 or more and the Program did provide something of more than insubstantial benefit in return for the gift, (such as tickets to a special event or a dinner), then the

Program must include a good faith estimate of the value of the goods/services provided (such as the market value of tickets to the event)

- I. Funding/Donor Restrictions/Requirements
 - i. Program complies with all fiscal and financial requirements as mandated and/or stipulated by each contractor, donor or funding source
 - ii. Funding sources are identified and considered based on their support of the program's mission and philosophy, i.e. funding sources that support confidentiality and/or do not require inappropriate or irrelevant information in exchange
 - m. Fixed Assets
 - i. Program conducts physical inventory of equipment on an annual basis
 - ii. Donated equipment is included in inventory
 - n. Audit
 - i. Program undergoes an audit by an independent certified accountant at least every two years unless an annual audit is required by funding sources. Audit must be conducted within six months of completion of the fiscal year
- 2) Programs operate in accordance with an annual budget that projects revenues and expenses by source and cost categories and is approved by the Board of Directors prior to the beginning of each fiscal year.
 - 3) When applicable, a separate budget for Capital and Special projects and is administered under the same standards governing the operating budget.
 - 4) Financial reports are generated and provided to the Board of Directors on a monthly basis that accurately reflect the financial activity and current financial position of the program, including the comparison of actual to budgeted revenue and expenses.
 - 5) Board of Directors approves annual operating budget and any revisions to the budget.
 - 6) Financial policies and procedures are reviewed annually, and revised as needed by the Executive Director and Board of Directors.
 - 7) Programs must maintain relevant insurance.
 - a. Insurance policies generally should include provisions for fire, theft, building, professional liability, and worker's compensation. If transportation is provided the specific insurance coverage for that service may be necessary.
 - 8) Programs must use a bookkeeping system to help track expenditures, receipts, accounts receivable/payable, payroll, tax and benefit payments, and salary and benefits histories for staff.

- 9) Programs' records and documents should be retained according to grant funding requirements and follow a recommended records retention policy such as the Coalition's Records Retention Policy.
- B. Maintenance of Resources to Achieve Goals
- 1) Programs must have written policies that ensure staff and resources are adequate for meeting program goals.
 - a. Such policies/procedures could include plans for volunteer/intern recruitment, staff development programs, annual fundraising efforts, grant writing, and building relationships with multiple funding sources.
 - 2) Programs evaluate the adequacy of current staffing and funding resources, and if not sufficient, consider how they plan to refine goals to more realistically reflect the program's capacity.
 - 3) The Board of Directors and the Executive Director work to ensure adequate funding available to meet program needs and embraces the mission, vision, and values, including:
 - a. Identification of funding sources which do not support agency mission, vision, and values including anti-oppression, anti-racism, and equity.

Program Accessibility and Cultural Respect

As domestic and sexual violence service providers, we know that sexual and domestic violence, dating violence, stalking and human trafficking, occur in all sectors of society. This includes but not limited to, all ethnicities, races, genders, sexual orientation, educational levels, religions and faiths, etc. In order for our programs to be truly accessible to all survivors of sexual and domestic violence, dating violence, stalking and human trafficking,, we must recognize and respect the diversity that exists within our communities and service areas.

Diversity can be used to describe differences in someone's belief system, race, ethnic background, sexual orientation, language, age, gender, socialization, disability, medical condition, physical or mental ability, etc.

- A. Program Accessibility
- 1) Programs' locations assist in meeting their vision, mission, goals and objectives.
 - a. Programs should be considerate to public access to facility via public transportation (if available), directions provided to guide potential survivors/stakeholders to the program, and any special considerations for safety or confidentiality regarding program location.
 - 2) Programs must ensure core services and a trained staff and/or volunteer/intern is accessible 24 hours per day, 7 days per week.
 - a. If a program's crisis intervention is limited (e.g., limited hours or limited training of responders), program staff should be knowledgeable of other

providers and have contact information available for trained 24-hour crisis intervention personnel in the community.

- B. Accessibility for persons with disabilities and specific needs
 - 1) Programs must comply with American Disabilities Act requirements.
 - 2) Programs must ensure that offices are free of barriers to mobility and that auxiliary aids and services (e.g., translation devices, or qualified on-site or remote interpreters) are available for persons with sensory impairments.
 - a. If interpreters for those who are deaf/hard of hearing are used they must be interviewed/screened for their ability to maintain confidentiality and accurate interpretation and should have a signed confidentiality agreement on file.
 - 3) Programs must have a written Limited English Proficiency Plan Policy that addresses:
 - a. How language specific services will be provided when an on-site or in-person interpreter cannot be provided.
 - b. That family members of non-English speaking survivors will not be used in the provision of program services.
 - c. That translators/Interpreters are interviewed/screened for their ability to maintain confidentiality and accurate translation.
 - d. That translators/Interpreters have signed a confidentiality agreement.
- C. Use of Assistive Technologies
 - 1) Programs makes assistive technologies available to survivors who may require them. In doing so, programs ensure:
 - a. Availability of such technologies in accord with requirements for program accessibility.
 - b. Appropriate uses and precautions against misuse of assistive technologies.
 - c. That staff are competent in their use of assistive technology and that service users have ongoing access to the program via this technology.
 - 2) Assistive technologies and auxiliary aids and services include mobility devices, voice synthesizers, speech recognition or point-of-gaze software, screen readers, telecommunication relay services, audio and video remote interpreters, vibrating or flashing doorbells and alarms, and other methods or devices for ensuring that program services are accessible to persons with differing abilities.
 - 3) Programs complete a regular accessibility assessments of physical facilities and media and internet content to ensure ongoing compliance and assess new technologies and resources.
- D. Public Access to Program Specific Information
 - 1) Programs must ensure information regarding their hours of operation and types of services offered are made available to the public (ie. digital content or brochure).

- a. When determining hours of operation regular weekday business hours (e.g., 9 a.m. to 5 p.m.) should be considered as a minimum, but alternative hours may be required for services offered.
 - b. A survivor's needs regarding scheduling and safety takes priority over a survivor service program's standard operating hours. For example, the survivor may need to meet when the person who caused them harm is not home or while their children are at school.
 - 2) Programs must ensure information regarding how services can be accessed and the eligibility criteria for those services are made available to the public (ie. website or brochure).
 - 3) When developing materials for the public, programs are encouraged to use plain language, or provide materials in the languages most often spoken in their community.
- E. Nondiscrimination and Survivor Rights in Service Provision
 - 1) Programs must have written policies and/or procedures regarding nondiscrimination that complies with federal, state, and local civil rights laws.
 - a. Discrimination should be clearly prohibited based on the following classifications:
 - i. Age
 - ii. Sex
 - iii. Race
 - iv. Color
 - v. national origin
 - vi. limited English proficiency
 - vii. gender identity
 - viii. sexual orientation/gender expression
 - ix. disability
 - x. social class
 - xi. economic status
 - xii. education
 - xiii. marital status
 - xiv. religion
 - xv. immigration status
 - xvi. HIV status
 - 2) A non-discrimination statement is printed on all relevant forms, documents, and outreach materials (ie. applications, intake forms, agency brochures, etc.) and clearly posted in all program facilities. Note: If space is a concern on short publications (i.e.: brochures), Programs can insert the phrase, "for our non-discrimination policy, please contact at <#> or visit our website...."
 - 3) Programs adapt services and provides accommodations to ensure survivors from underserved populations' needs are met.

- a. This may include but is not limited to:
 - i. Male survivors
 - ii. Survivors who identify as transgender
 - 4) Programs do not mandate participation or involvement in any program service as a condition of receiving core services.
 - 5) Programs ensure that an individual is not deprived of any personal or civil rights because of their involvement with the program. Some examples are, but not limited to:
 - a. Right to send and receive uncensored mail.
 - b. Right to contact their the person who caused/threatened to cause them harm.
 - c. Right to make phone calls.
 - d. Right to religious affiliation.
 - e. Right to choose and spend time with their own peer support network.
 - 6) Programs must have written guidelines that outline how staff will assist individuals who are not survivors of sexual and domestic violence, dating violence, stalking and human trafficking, in accessing appropriate resources and referrals.
 - 7) Programs do not charge a fee for core services.
 - 8) Programs have adopted a Survivor's Rights policy that should include, at a minimum, those adopted by the Nebraska Coalition to End Sexual and Domestic Violence Network of Programs, and should be clearly posted in all program-operated facilities.
- F. Assessing and Maintaining Equal Access to Services
 - 1) Programs must assess equal access of their services and use that information to guide future service provision.
 - a. Assessment of access should include a comparison of population demographics and the demographics of survivors served for the same time period. The Program should work towards a survivor demographic that is representative of the community demographic.
 - 2) Program brochures, pamphlets, reading materials, videos, digital media, etc. reflect the various cultural backgrounds of the community and are available in the primary languages spoken within the service area.
 - 3) Program office/shelter facilities reflect a welcoming, inclusive, and affirming environment to the community and population served.

Section III: Program Services

Service Provision/Delivery

A comprehensive advocacy program is essential to helping survivors achieve safety and lead self-determined lives. Survivors benefit from peer support; safety planning; education about the dynamics of sexual violence, domestic violence, dating violence, stalking, and human trafficking; information about their rights, options, how to navigate systems, and how to obtain help for their children; assistance with accessing basic needs; and emotional support. Survivors deserve to have access to a confidential and safe space to gather information and resources, discover options, receive encouragement, and be supported by a non-judgmental, knowledgeable person. Most importantly, the services provided to a survivor should be empowering.

Our role as advocates is to assist survivors based on their self-identified needs. An advocate must respect and honor a survivor's choices. Providing services that are survivor-driven allows the survivor to exercise their autonomy and strengthen skills important to leading a life free from power-based violence. It is essential that services provided by an advocate be empowering, survivor-centered, and promote the self-determination of the survivor.

The following guidelines were created to ensure that service providers extend the highest quality of care to survivors seeking their assistance.

A. Guidelines for the Provision of All Services

- 1) Programs must have a written policy that assures delivery of trauma-informed services for all survivors, their dependents, and any other family member or member of the residence who may be in danger or in need of services.
- 2) Programs must have a written policy that details how services are initiated, maintained, and terminated.
 - a. Programs should include information regarding when services are initiated (within 48 hours of the victimization, walk-in services, etc.), transition to services within or outside of the agency, and reasons for terminating services.
- 3) Law enforcement engagement is not a precondition for services.
- 4) Programs must have written policies that guide the initial contact and intake process completed with survivors.
- 5) At intake, survivors should be provided with the following information:
 - a. Survivor rights;
 - b. Program's Confidentiality policies/procedures;
 - c. Services provided by the program;
 - d. Program's grievance procedure;
 - e. Program's policy on the mandatory reporting of child abuse and neglect;

- f. Contacts for future crises or emergencies;
 - g. Safety planning, including safe use of technology; and
 - h. An “I Speak” card that identifies the survivor’s preferred language and his/her right to have language access provided.
 - 6) Programs must have a written grievance policy and procedure that are available to each program participant, and should include multiple options for filing a complaint. At a minimum the procedures should include:
 - a. Assurance of the survivor’s right to continue to receive services from program during grievance process or after the conclusion of a grievance process;
 - b. Who the survivor should contact regarding the complaint or issue;
 - c. Who the survivor should contact regarding the complaint or issue if the first step did not create resolution;
 - d. How the complaint be documented, steps that will be taken to find resolution, and whether or not the decision is final; and
 - e. Who the survivor should contact and how, including if the complaint/issue is regarding the Executive Director, how it will be documented, steps that will be taken to find resolution and whether or not the decision is final.
- B. Guidelines for Providing Services to Individuals or Groups Via Technology
 - 1) Programs must have a written guidelines for the appropriate use of technology (video conferencing, text messaging, instant messaging, etc.) in the provision of services which include, but are not limited to:
 - a. Which specific technologies are permitted for use in service delivery;
 - b. Rules of use and response protocols for such technologies;
 - c. Rules for safeguarding survivor confidentiality when using permitted technologies; and
 - d. Pre-service and ongoing precautions for safety and security of electronic communications.
 - 2) Programs should consider the rationale, risks, and benefits for using technology to provide services as well as survivors’ safety and ability to participate in services via technology.
- C. Guidelines for Documentation of Service Provision
 - 1) Programs must have written policies and procedures to ensure all services provided are documented in written form, using the most minimal details necessary to establish the following information:
 - a. Date of service provision;
 - b. Staff member providing service;
 - c. Identification (eg. Name or survivor id number) of whom services were provided;
 - d. Types of service or referral provided;

- e. Content of interaction;
 - f. Description of interpretation or translation services (including preferred language) used to serve individuals with limited English proficiency, if applicable;
 - g. Provisions for service, including any referrals made; and
 - h. Signature and signature date of the staff member or volunteer/intern who provided the service.
- 2) All record-keeping systems, electronic or paper, must protect the confidentiality of personally identifying information of individuals receiving services.
 - 3) Paper records of services provided to individuals must be maintained in a secure, locked storage area that is accessible only to designated staff and/or authorized personnel.
- D. Crisis Intervention and Safety Planning
- 1) Programs must have written policies to guide the provision of 24/7 crisis intervention services, that contain:
 - a. Description of crisis response protocols, including, but not limited to:
 - i. Immediate assessment for safety and lethality;
 - ii. Creation of safety plan that provides appropriate recommendations to mitigate safety concerns;
 - iii. Assistance with immediate needs, such as emotional support, shelter, medical care, transportation, food and/or clothing; and
 - iv. Information and referrals to appropriate resources and services.
 - b. Description of steps staff/volunteers/interns should take when responding to an individual in crisis, including but not limited to:
 - i. Gaining an understanding of the nature of the crisis as experienced by the individual seeking services;
 - ii. Identifying physical and psychological barriers to safety;
 - iii. Discussing options available to individual to increase their safety;
 - iv. Assisting with the development of a safety plan; and
 - v. Identification of resources and referrals for ongoing support and services.
 - c. An acknowledgement of the role of staff and volunteers/interns as mandatory reporters of child abuse and neglect and instructions for how to report information related to child abuse and neglect; and
 - d. A description of the different settings where staff and volunteers/interns may provide crisis intervention services (ex. Hospital or jail) and considerations for providing services in these settings.
 - 2) Crisis intervention services provided to survivors should prioritize physical and emotional safety and promote survivor autonomy.

- 3) Safety plans should address the risks faced by the survivor and their child(ren) and describe practical steps the survivor could take to mitigate these risks.
 - 4) Printed information related to safety plans should be available to survivors in the various languages spoken within the program's service area.
 - 5) Programs maintain a current directory of service providers in their service area that can meet the ongoing needs of survivors.
- E. 24-Hour Crisis Line
- 1) Programs operate a crisis line that is accessible 24 hours/7 days a week and meets the following criteria:
 - a. Toll free number or acceptance of collect calls;
 - b. Answered by staff and/or volunteers/interns trained according to the Nebraska Coalition's Training Requirements;
 - c. The crisis Line is NOT answered by an answering machine, prompting device or voicemail;
 - d. Rollover lines or other procedures are in place to ensure that callers on the crisis line DO NOT get a busy signal or no answer at all;
 - e. The phone number is available through information services and widely distributed by the program on materials/brochures/pamphlets, etc; and
 - f. After business hours, weekends, holidays or any time that the office is closed, administrative phones are answered by an answering device that clearly directs callers to the crisis line.
 - 2) Programs have established procedures for providing emergency telephone crisis intervention and advocacy, including, but not limited to:
 - a. Responding to callers in a confidential, supportive and non-judgmental way;
 - b. Assessing callers for safety and lethality risk;
 - c. Creating a safety plan that provides appropriate recommendations to mitigate safety concerns; and
 - d. Offering referrals to meet the caller's immediate needs such as shelter, medical care, transportation, food, etc.
 - 3) Individuals providing coverage on the crisis line should be prepared to respond directly to the needs of the caller or provide updated contact information for service providers who can meet their needs.
 - 4) All crisis line calls should be documented and accurate statistical information maintained.
 - 5) Programs utilizing a call forwarding system for crisis line calls have guidelines addressing the following situations at a minimum:
 - a. The potential for family members or other non-authorized person(s) to answer or pick up an extension of a hotline call;
 - b. The potential for a personal answering machine to pick up or intercept a hotline call; and
 - c. The potential for staff and/or volunteer/intern's personal information (name, number) to be identified through Caller ID.

- 6) Programs utilizing professional answering services, switchboard operators or any other answering system have signed confidentiality agreements on file
 - 7) Programs ensure information is collected in a simple, unobtrusive manner to allow for anonymity by callers.
- F. Emergency Transportation
- 1) Program staff and/or volunteers/interns provide emergency transportation, or access to transportation, 24 hours a day, 7 days a week.
 - a. Staff and volunteers/interns providing transportation have a valid driver's license and carry proof of insurance. Copies are kept in personnel file and continuously updated.
 - b. Staff and volunteers/interns providing transportation adhere to state law regarding child restraints and seat belts.
 - c. Program has a transportation policy that addresses safety concerns for survivors, advocates and volunteers/interns and outlines when transportation will not be provided.
 - d. The program has procedures to provide transportation beyond their coverage area when necessary.
- G. Emergency Financial Assistance
- 1) Programs provide basic emergency financial assistance, such as gas vouchers, food, clothes, hygiene products, rent assistance, utility assistance, and medications, as needed.
 - 2) Programs adhere to grant funding requirements, related to providing emergency financial assistance.
 - 3) Programs ensure staff and/or volunteers/interns are familiar with additional resources/agencies that provide financial or basic needs assistance.
- H. Medical Advocacy
- 1) Programs provide advocacy to survivors in a medical setting, such as a hospital or clinic, 24 hours a day, 7 days a week. Services includes:
 - a. Crisis intervention, support, and information related to their medical and health needs;
 - b. Accompaniment and support during forensic exams;
 - c. Information regarding ongoing support services provided by the program; and
 - d. Current referral list of medical providers and available services, as well as therapists in the community who have experience and training working with sexual and domestic violence, dating violence, stalking and human trafficking.
- I. Support Groups
- 1) Programs ensure that support group facilitators meet the Nebraska Coalition's Training Requirements.
 - 2) Support group is made available to all survivors: current, former and non-residents.
 - 3) Support groups are designed with emphasis on peer-to-peer support with the staff/volunteer/intern in the facilitator role.

- 4) Programs have procedures for on-going anonymous group evaluations by participants.
 - 5) Programs provide for childcare for support groups as resources allow
 - 6) Programs ensure support group facilitators meet standards for confidentiality outlined in this document.
 - 7) Programs review confidentiality expectations with all group participants and request that all participants meet these expectations.
 - 1) Programs ensure the support group reflects their:
 - a. Empowerment Model
 - b. Mission Statement
 - c. Philosophy Statement
 - d. Trauma-informed approach
 - e. Prevention Plans
 - f. Safety Procedures
- J. Legal Advocacy
- 1) Programs provide survivors with assistance in seeking interventions through civil and/or criminal justice systems as requested. Program staff and volunteers/interns will provide accompaniment, information, support options and assistance with the survivor's decisions related to:
 - a. Protection orders;
 - b. Harassment orders;
 - c. Divorce and/or custody;
 - d. Attorney referrals;
 - e. Legal services and resources;
 - f. Court proceedings;
 - g. Criminal court; and
 - h. Civil court.
 - 2) Program staff and volunteers/interns clearly understand and are able to articulate the distinction between legal advice and legal information.
 - 3) Program staff and volunteers/interns are knowledgeable and up to date on the current state and federal laws pertaining to sexual violence, domestic violence, dating violence, stalking, and human trafficking.
 - 4) Program staff and volunteers/interns have knowledge of the local justice system's response, court rules and procedures in each county where services are provided.
 - 5) Programs provide services focused on harm reduction, empowerment, and healing, including non-traditional services for survivors who do not want to engage with the criminal justice system.

Children and Youth Services

Each victim advocacy program in the Nebraska Coalition's network of programs will provide quality services to children and youth exposed to sexual and domestic violence, dating violence,

stalking, and human trafficking. This will include age-appropriate crisis intervention, supportive services, and services for the protective parent/guardian to support their role as a caregiver.

When appropriate, the program may provide services to the protective parent/guardian and child together. Including the protective parent/guardian in services with the child can facilitate healing. To properly support child and youth survivors, the program must be prepared to help children and their protective parent/guardian heal and adjust to new family dynamics. Children and youth have the right to live free from fear and abuse. They deserve to be treated with respect and kindness.

A. Provision of Children and Youth Services

- 1) Programs provide developmentally-appropriate services to children and youth who are primary or secondary survivors of domestic violence, sexual violence, dating violence, stalking, or trafficking. Services may include but are not limited to:
 - a. Creating a safe and nurturing environment for children and youth who have experienced trauma;
 - b. Providing emotional support to reduce their feelings of isolation, powerlessness, and self-blame;
 - c. Assisting children and youth in understanding the dynamics of domestic violence, sexual violence, dating violence, stalking and human trafficking;
 - d. Creating opportunities for engagement that increase children and youth self-esteem and sense of empowerment;
 - e. Providing information on healthy conflict resolution skills;
 - f. Cultivating and strengthening positive parenting skills by providing information to the protective parent/guardian on child development, age-appropriate expectations, the impact of domestic violence on children, and how trauma impacts parenting.
 - g. Providing resources to develop and strengthen parent/child communication skills and relationship.
- 2) Programs should engage in developmentally-appropriate safety planning with children and youth.
 - a. Safety plan should be individualized based on specific risks and resources available to that individual.
- 3) Programs will help the protective parent/guardian, at their request, to identify the immediate and long-term needs of their child(ren) and develop an action plan to meet these needs.
- 4) Programs should provide referrals to community resources for children/youth post-crisis.
- 5) Programs should discuss with protective parent/guardian services that can be provided to their child(ren) and support the protective parent/guardian's role in meeting their child(ren)'s needs.

- 6) Programs should have a safe, secure, and comfortable space designated for children/youth.
- 7) Program staff and volunteers/interns providing direct services to children and youth receive required training as outlined in the Nebraska Coalition's Training Requirements.
- 8) Programs provide age-appropriate non-violent activities and educational opportunities for children and youth, utilizing non-violent toys, media, and games.
- 9) Programs provide information on safe and appropriate child/youth behavioral interventions that parents/caregivers can utilize.
- 10) Programs have a non-violence policy, which prohibits using physical violence or verbal violence in the behavioral interventions with children/youth.
- 11) Programs provide assistance in transportation for the child's continuing attendance at their regular school and participation in extra-curricular school activities when possible, either by providing transportation or referring to a resource that can provide transportation.
- 12) Programs have written policies for reporting and documenting suspected child abuse and neglect, in compliance with Neb. Rev. Stat. §28-707 and, Neb. Rev. Stat. §28-711. Programs have procedures outlining their child abuse/neglect reporting protocol maintenance of reports. Policies are clearly explained to adult participants during the initial intake process.
- 13) It is recommended that programs maintain a file for all child abuse/neglect reports made that is separate from the survivor file.
- 14) Programs have a written policy regarding whether or not childcare is provided by staff or other survivors and assists parents/guardians in finding child care options as requested.
- 15) Designated program staff and/or volunteers/interns who provide childcare have completed basic first aid training and are certified in CPR. Documentation is maintained in a manner consistent with the maintenance of other employee and/or volunteer/intern records.

Shelter Services

Shelter services provided to survivors of sexual and domestic violence, dating violence, stalking and human trafficking must be safe, empowering, and support the survivor's self-determination. Programs should avoid creating shelter rules for the primary purpose of controlling behavior and/or aiding in shelter facilitation. Rather, shelter rules should be established to promote the safety of residents, facilitate survivor autonomy, and prioritize staff members working closely with survivors to create community.

A. Emergency Shelter Services

- 1) Programs will strive for providing safe shelter services in the least restrictive and least intrusive environment possible, utilizing survivor-centered practices and individualized, ongoing one-on-one work with survivors.
- 2) Programs provide access and admittance to emergency shelter 24 hours a day/7 days a week in one or more of the following settings:
 - a. Program Operated Shelter;
 - b. Motel/Hotel Shelter; and/or
 - c. By referral to another program, facility, or shelter.
- 3) Programs have established intake procedures, including a face-to-face meeting with the individual entering shelter and a discussion regarding:
 - a. Available services and what she/he can expect from the program;
 - b. Survivor's Rights and Grievance Procedures;
 - c. Shelter Guidelines including how to individually adapt towards each survivor's circumstances;
 - d. Confidentiality and Safety;
 - e. Reasons shelter services may be restricted or adjusted; and
 - f. Requirements for mandatory reporting of child abuse/neglect.
- 4) Provide educational materials related to the dynamics of sexual and domestic violence, dating violence, stalking and human trafficking, power and control tactics, and self-determination and empowerment. The written shelter guidelines should be stated in positive, empowering phrases that are based on the health and safety of survivors, which encourages open and honest engagement about their needs. These guidelines should address the following:
 - a. Safety and security procedures, i.e. confidentiality of shelter location, identity, and information of survivors/residents, and personal items;
 - b. Expectations and resources pertaining to childcare;
 - c. Non-violence policy;
 - d. Respect for living accommodations;
 - e. Information on how survivors can safely communicate with social supports (i.e. visitors, phone calls, and mail);
 - f. Accommodations for survivors who smoke;
 - g. Where survivors can safely store their own prescription/over-the-counter medications (i.e. a location such as a lock box, locker, etc.);
 - h. Expectations pertaining to the use of alcohol, drugs, and prescription drugs;
 - i. Prohibition of firearms and other weapons; and
 - j. Conduct that may affect stay in shelter.
- 5) Programs should establish a written length of stay guidelines that are flexible and balance the needs of survivors and the program's ability to meet those needs.
- 6) Programs should adapt services and provide accommodations to meet the needs of survivors from underserved populations, such as:
 - a. Male survivors should be offered all services that are made available to female survivors; and

- b. LGBTQIA+ survivors and persons of all gender identities should be offered all services available to cis-gender, heterosexual survivors.
 - c. Minor male children should be allowed to remain with their parent or guardian during their shelter stay. A service is not truly accessible to a survivor if it means choosing between the service and their child.
- 7) Shelter policies and procedures should be empowering and allow for conditions commonly faced by survivors of sexual and domestic violence, dating violence, stalking and human trafficking, including, but not limited to:
 - a. The need for multiple shelter stays regardless of the amount of time that has elapsed between stays;
 - b. Contact or reunification with person who caused/threatened to cause them harm;
 - b. Substance/Alcohol abuse issues; and
 - c. Longer-term stays, as needed.
- 8) Programs do not maintain a “do not admit” or “do not re-admit” list. The program will evaluate each request for shelter services based on the individual’s current situation and circumstances.
- 9) Programs do not exclude individuals from shelter based on substance/alcohol abuse issues.
- 10) Programs do not mandate participate in any service requirement for obtaining shelter services.
- 11) Programs have written procedures for re-evaluating a survivor’s shelter stay addresses the following:
 - a. How staff will address situations in which the survivor presents a danger to themselves or others, including self-harming, suicidal, and/or homicidal behaviors;
 - b. Response to use violence or credible threats of violence;
 - c. Response to survivor bringing alcohol, illegal substances, firearms, or other weapons on premises; and
 - d. Steps that will be taken to maintain transparent and collaborative process to address behavioral concerns with a survivor, when safe and feasible.
- 12) Shelter services will not be ended due to the actions of the person/people who caused the survivor harm. A survivor is never to be held responsible for the actions and behaviors of the person/people who caused them harm.
- 13) When possible, program staff will conduct exit interviews with shelter residents in a program-operated shelter facility prior to departure. Exit interviews should include:
 - a. Development and/or revision of safety plan; and
 - b. Process for anonymous completion of evaluation of services by program participant.
- 14) Programs have clearly defined, written procedures to address the following:

- a. How to provide appropriate referrals to individuals who are not survivors of sexual and domestic violence, dating violence, stalking, human trafficking, and/or child abuse;
 - b. How to handle requests for shelter when shelter is at capacity;
 - c. How to support an individual requesting shelter who need emergency medical and/or mental health treatment.
- 15) When possible, program advocates will create a safety plan with individuals who are not appropriate for shelter to assist in locating safe, alternative accommodations and resources.
- B. Program-Operated Shelter
- 1) Program-operated shelter facilities must provide a safe, secure, comfortable and healthy living environment, complete with:
 - a. Working, regularly maintained smoke detectors are located on each floor of the shelter facility and in sleeping area(s), kitchen, laundry room and furnace room;
 - b. Working, regularly maintained carbon monoxide detectors located on each floor of the shelter facility and in sleeping areas and furnace room;
 - c. Fire escape or windows accessible from sleeping area;
 - d. At least one fire extinguisher located on each floor and one in the kitchen and laundry room (fire extinguishers must not be expired);
 - e. The shelter facility is free of lead-based paint on any walls, floors, doors, furniture, cabinets, windows, stairs and porches;
 - f. Deadbolts that can be released from inside without key;
 - g. Provisions to ensure building security (i.e. entrance, exits, doors, windows, skylights are securable; building has security systems, etc.)
 - h. Adequate outside lighting;
 - i. Flammable, poisonous and toxic materials located in the shelter facility are stored in an area not accessible to children;
 - j. Childproof covers on all electrical outlets;
 - k. Electrical cords and plugs are in good condition with no exposed or frayed wiring;
 - l. Basic first aid and other emergency medical supplies are available on site.
 - 2) Program-operated shelter facilities maintain comfortable living environment, including:
 - a. Adequate heat, air conditioning, and ventilation throughout the facility;
 - b. Clean, well-ventilated and furnished dining areas;
 - c. Bathrooms that are in good operating condition and cleaned on a regular basis;
 - d. Safe, appropriate designated play areas for children, complete with outlet protectors and gated stairwells;
 - e. Structures and grounds are maintained in good repair;

- f. Covered containers are available for garbage and garbage is removed weekly;
 - g. Adequate number of trash receptacles in shelter;
 - h. Facility is accessible to individuals in wheelchairs or with limited mobility or the program has alternative shelter options for those unable to access the facility;
 - i. Meals, adequate food storage, cooking facilities, refrigeration, utensils, and equipment;
 - j. Special dietary needs are provided for upon request;
 - k. Beds are available for residents that are clean and meet current safety standards;
 - l. Child booster seats, highchairs, cribs, and playpens are made available and meet current safety standards;
 - m. Personal hygiene items are made available to residents;
 - n. Access to laundry facilities, laundry supplies, and clothing;
 - o. A space distinct from living area, that serves as private meeting area and/or administrative office;
 - p. Each resident has access to their own individual, locked storage containers, lockers etc. for their medications, valuables, and meaningful items;
 - q. A working telephone is accessible 24 hours a day; and
 - r. Interior design of shelter reflects a welcoming and respectful environment to the community and populations served.
- 3) Program-operated shelter facilities have written emergency procedures for the following emergency situations:
- a. Fire;
 - b. Natural disasters;
 - c. Inclement weather;
 - d. Power outages;
 - e. Intruder/Break-ins;
 - f. Harming party on property;
 - g. Hostage situations;
 - h. Bomb threats;
 - i. Posted emergency evacuation routes;
 - j. Posted emergency phone numbers; and
 - k. Location of all utilities and emergency shut-off procedures.
- 4) Programs have a written Universal Health Protection policy specific to the shelter facility, for the control and prevention of contagious diseases.
- a. Procedures should ensure compliance with federal and state laws and ensure the confidentiality of program participants, staff, and volunteers/interns regarding health care issues.
- C. Motel/Hotel Shelter
- 1) Programs have a written agreement with motel/hotel shelter provider(s) regarding survivor confidentiality.

- 2) Programs ensure that motel/hotel facilities provide adequate, clean, safe, and secure living conditions.
- 3) Programs have written motel/hotel guidelines that are discussed with survivors.
- 4) Programs ensure survivors receiving motel/hotel services have access to all program services, including daily contact by staff or volunteers/interns.

Supplemental Services

Programs may elect to provide additional, supplemental services to survivors in order to best meet their needs. These services should be empowering, promote self-determination, and be survivor-centered.

A. Transitional Housing

- 1) Programs have written guidelines for a transitional housing program, including, but not limited to:
 - a. Confidentiality;
 - b. Safety planning; and
 - c. Emergency plans.
- 2) Transitional housing facilities meet the health, safety, and security standards outlined for program-operated shelters.
- 3) Program staff and/or volunteers/interns have face-to-face contact or phone/electronic contact with transitional housing participants on a regular basis.
- 4) Participants have access to support from a trained staff, volunteer, or intern 24/7.
- 5) Programs ensure each transitional housing participant is provided with all of the core services of the program.
- 6) Programs provide each transitional housing participant with an opportunity to complete an anonymous exit evaluation.

B. Rapid Re-housing

- 1) Programs have written intake and decision-making process to identify eligible participants, which includes clearly defined admission criteria and review of risks of future housing instability.
- 2) Program staff and/or volunteer/interns have face-to-face contact or phone/electronic contact with the rapid re-housing participants on a regular basis.
- 3) Programs will continue the advocate/tenant relationship and supportive services for at least 6 months beyond termination of rental assistance.
- 4) Programs will provide the survivor with an opportunity to complete an anonymous exit evaluation.

C. Professional Licensed Staff

- 1) Programs ensure that staff who provide professional services are qualified or licensed and in compliance with state licensure rules and regulations and abide by their professional ethical guidelines.
 - 2) Programs ensure all professionally licensed staff meet the Nebraska Coalition's Training Requirements.
 - 3) Programs ensure all professionally licensed staff meet the Confidentiality Standards for Nebraska's Network of Domestic Violence and Sexual Assault Programs.
- D. Batterer Intervention Programs
- 1) Programs ensure that the Batterer Intervention Program Complies with Nebraska Batterer Intervention Program Standards.
 - 2) Programs have written policy and procedures addressing safety precautions and survivor safety for programs that assist in facilitating BIP groups, including additional written policies and procedures that outline safety precautions when a survivor is working with the program and the person who caused them harm is participating in the BIP.
- E. Contracted Staff
- 1) Programs ensure contracted staff meet the Nebraska Coalition's Training Requirements.
 - 2) Programs ensure contracted staff meets the Confidentiality Standards for Nebraska's Network of Domestic Violence and Sexual Assault Programs.
 - 3) Programs ensure compliance with the New Hire Reporting Law.

Section IV: Privacy, Confidentiality, and Data Security

Confidentiality

Confidentiality is one of the essential elements within the work of the domestic violence and sexual violence programs and is of high importance when working with survivors sexual and domestic violence, dating violence, stalking and human trafficking. Programs should take steps to provide the highest measure of confidentiality for the survivors they work with.

Confidentiality of the survivor's information and that of their children must be respected during and after his or her involvement with the program.

Throughout all of an advocates' work, it is crucial to remember, the survivor owns their own confidentiality, not the Program. It is the survivor's choice to whom information is released to, as well as what information is to be provided. It is also important to note that the survivor may revoke the release of information at any time, for any reason.

Confidential information includes any written or spoken information and communication between a person seeking or receiving services and any program staff, volunteer/intern and/or board member when communicated outside the presence of a third person. Records or written information identifying a person to whom services are provided and information about services provided to an individual may at times be confidential.

Domestic and sexual violence advocates in Nebraska have privileged communication and all programs that receive federal and/or state funding have contractual obligations that require confidentiality as a condition of funding. Exceptions may apply to these laws and obligations in certain circumstances.

Privacy

Along with confidentiality, privacy is also key to providing services to survivors of sexual and domestic violence, dating violence, stalking and human trafficking. In order to provide privacy, programs should allow survivors to maintain control of the information others have about them. To do this programs should consider ways in which survivor privacy may be compromised, and work to limit and eliminate this risk when possible.

A. Maintaining Survivor Privacy and Confidentiality

- 1) Programs should have written policies and procedures to ensure the safety, confidentiality and privacy of each survivor's information. Strong and practical confidentiality policies and practices are imperative for each survivor who seeks assistance. The Confidentiality Standards for Nebraska's Network of Domestic Violence and Sexual Assault Programs and the Breach of Confidential and Personally Identifying Information standards provide additional guidance to what should be included in program policies and procedures that guide confidentiality. These policies/procedures should include:
 - a. Statement of purpose.
 - b. Statement of confidentiality.
 - i. Communications within the agency

1. Survivor-Advocate Communications
 2. Staff, Volunteers/interns and Board Members
 3. Survivor files
 - ii. Communication between programs in the network
 1. Survivor-Advocate Communications
 2. Program Network Meetings
 - iii. Communication between programs and other community agencies
 - iv. Communications between programs and funders
 - v. Communication of survivor medical information
 - vi. Use of electronic mail (e-mail) and other technology to share survivor information
 - vii. Confidentiality and the use of a database
 - viii. Media and community awareness activities
 - ix. Websites and social media
 - c. Waiver of Confidentiality
 - i. Un-emancipated minors and legally incapacitated adults
 - ii. Deceased survivor
 - d. Limitations of confidentiality: releasing information without consent
 - i. Mandatory Reporting
 1. Child abuse and neglect
 2. Abuse of a vulnerable adult
 3. Court orders
 - e. Action steps if a breach occurs
- 2) Programs have a written Survivor Confidentiality Agreement that meets their Limited English Proficiency Plan and includes:
 - a. A statement explaining that the program will keep all communications, written documents, records, and other identifying information confidential during and after receipt of services in perpetuity.
 - b. A statement explaining the survivor's responsibility to protect the confidentiality of other survivors, staff, volunteers/interns and the program's shelter location.
 - c. Circumstances when information may be released without consent.
 - d. Signature section which represents the survivor's receipt and understanding of the confidentiality agreement.
- 3) The Survivor Confidentiality Agreement is verbally explained and documented on the agreement form by the advocate when services are provided through telephone/electronic format.
 - a. Such discussions should occur at the beginning of service provision, in a language the survivor can understand.

- 4) Programs should limit access to survivor information to those whose duties require access and ensure staff are not discussing survivor information in public areas.
 - 5) Programs ensure staff and volunteers/interns are trained on the laws and regulations that guide confidentiality in their provision of services.
 - a. Training topics should include specific rules regarding the rights of minors, persons with disabilities, and state and federal statutes.
 - 6) Programs ensure they obtain and maintain confidentiality agreements with staff, volunteers/interns, individuals conducting site visits, funders, compliance reviewers, researchers, financial auditors, etc.
- B. Informing Survivors of Privacy and Confidentiality
- 1) Programs should inform survivors of their privacy limitations. This discussion should:
 - a. What information will be obtained and maintained;
 - b. How information will be used and stored;
 - c. Who will have access to their information; and
 - d. What electronic “footprints” may be left on a user’s computer when they access services and information online.
 - 2) Programs ensure survivors are informed of their right to only share the information they are comfortable sharing and that services are not restricted or denied due to limiting the information chosen to share.
- C. Releasing Survivor Information
- 1) Programs ensure no survivor information, written or verbal, will be released by the program to any individual or agency without the informed and voluntary written consent of the survivor, in the form of a written release of information provided by the program unless the program is mandated by law to provide such information, or ordered by the courts.
 - 2) Programs use a survivor-centered approach to releasing information, where the survivor decides when and how information will be shared.
 - 3) Programs discuss with survivor the risks, benefits, the timeframe of the release, and how to revoke consent. All releases of information should be voluntary, in writing, time limited, and in a language those served can understand.
 - 4) Program Release of Information will include the following information:
 - a. Specific individual or agency with whom the information is being released, with only one agency/individual per release.
 - b. Specific information that is to be released.
 - c. Specific purpose of releasing information.
 - d. Specific period of time release is valid.
 - e. Date and signature of the survivor.
 - f. Date and signature of the advocate.
 - g. Survivor’s right to terminate at any time.

- 5) A copy of the signed Release of Information form should be maintained in the survivor file along with any written.
- D. Storing and Maintaining Paper and Electronic Records
- 1) Programs have written policies related to storing and maintaining survivor records that are in compliance with the Confidentiality Standards for Nebraska's Network of Domestic Violence and Sexual Assault Programs, the Nebraska Coalition to End Sexual and Domestic Violence Records Retention Policy and the Maintenance and Destruction of Client Files policy, and should include:
 - a. Types of records to be maintained.
 - b. Format in which records are to be maintained, including safe storage of files, tapes, disks, hard drives, USB drive and other electronic media.
 - c. Media and/or devices for short-term and long-term storage of records.
 - d. Ongoing backup and security procedures to protect data, including:
 - i. Securing physical files in a locked area that is accessible only by authorized personnel.
 - ii. Electronic records must be password protected and accessed only by authorized personnel.
 - e. Methods and criteria for destroying records.
 - f. Notice to survivors a data breach occurs.
 - g. Access to records is only for those who are designated and/or authorized (for both physical and electronic records).
 - h. Security of home computers, laptops, netbooks, cellular and smart phones, virtual private networks, cloud computing, hotline routing, etc. for any staff who telecommute, and should include how access is terminated for staff who leave the program.
 - i. Regular security training for staff and volunteers/interns.
 - 2) Programs have a process for backing up records on a regular schedule, updating systems and security software regularly to aid in the protection of survivor information, and ensure passwords are alphanumeric and updated regularly.
 - 3) Programs have a data collection and record-keeping system in place that allows for the efficient retrieval of data needed to measure the program's performance in relation to stated goals, objectives and funds received for services.
 - 4) Programs destroy and dispose of records in a manner that complies with the Nebraska Coalition to End Sexual and Domestic Violence Records Retention Policy and the Maintenance, and Destruction of Client Files policy.
 - a. Programs should consider whether survivors must be contacted before their records are destroyed and if records are recycled, programs should guarantee that data are not retrievable from discarded materials.

Section V: Community Collaboration and Communication

Communication and Collaboration with the Community

Every survivor has unique needs, requiring programs to collaborate with community stakeholders. To ensure that services for survivors are available and effective, programs should build relationships with community stakeholders. This collaboration and communication should be facilitated in a manner that ensures survivor access to services, while also providing for survivor confidentiality and privacy.

- A. Communication and Collaboration with the Community
 - 1) Program establishes formal and informal relationships with stakeholders and agencies that assist in the provision of services to individuals and communities.
 - 2) Program discusses with community partners varying ethics that apply in different organizations and the potential impact on collaborative work on behalf of survivors.
 - 3) Program has formal agreements, as applicable. All written agreements should include:
 - a. A description of the agencies implicated by the agreement.
 - b. The commonly defined roles of each agency and the scope of services each will provide in the context of the agreement.
 - c. A plan for activating the agreement.
 - d. Procedures for information sharing among agencies, that comply with each agency's confidentiality policies.
 - e. A backup plan for community crises and other unforeseen circumstances.
 - f. Responsibilities for recordkeeping.
 - g. Data security for information exchanged among professionals.
 - h. Name and position of the provider to be contacted if the protocol is violated.
 - 4) Program ensures it develops and maintains relationships with a variety of community partners, vendors, and referral sources including culturally specific resources. Programs should be aware of and consider the impacts of partnerships and apply an anti-oppression lens in all collaborations
 - 5) Program solicits input and feedback from the community and collaborators to advance its mission.
 - 6) Program is transparent about the scope of program services when communicating with the collaborators and the community.

Community Education and Public Awareness

The dynamics and impact of domestic violence, sexual and domestic violence, dating violence, stalking and human trafficking are grounded in the attitudes, beliefs and behaviors that perpetuate the use of violence. When individuals in our communities gain knowledge and understand the dynamics and impact of sexual and domestic violence, dating violence stalking

and human trafficking on their community, they can become a powerful force in preventing violence within their communities. Programs should provide information to communities in a clear, accurate and comfortable manner, in order to build trust, credibility, and opportunities for social change within the community.

A. Community Education, Training and Awareness

- 1) Program provides community education, professional training opportunities and community awareness activities in the following manner:
 - a. A community education program is defined as a prepared program, of at least fifteen minutes in duration that provides information about a specific aspect of sexual and domestic violence, dating violence, stalking and human trafficking. Target audiences include school classrooms, civic groups and other community organizations.
 - b. A professional training opportunity is aimed at individuals who provide services to survivors of sexual and domestic violence, dating violence, stalking and human trafficking or who hold a role in preventing these types of violence within their professional capacity. The target audience includes healthcare workers, law enforcement officials, social workers, clergy, teachers, etc.
 - c. A community awareness event raises general awareness about sexual and domestic violence, dating violence, stalking and human trafficking and/or a specific domestic and sexual violence program. The target audience is the community at large.
- 2) Program conducts community education and training awareness activities in a manner that supports the following concepts:
 - a. Abuse is never the survivor's fault. Nobody deserves abuse.
 - b. Sexual and domestic violence, dating violence, stalking and human trafficking are the responsibility of the person using violence.
 - c. People who perpetrate sexual and domestic violence, dating violence, stalking and human trafficking use violence as a means to establish and maintain power and control.
 - d. No person is predisposed to experience sexual and domestic violence, dating violence, stalking and human trafficking. No person is predisposed to use violence.
 - e. Sexual and domestic violence, dating violence, stalking and human trafficking occurs within all communities and cultures, and across all socioeconomic levels, ages, races, ethnicities, religions, genders, and sexual orientations.
 - f. Specific factors can increase or decrease a person's risk to experience or perpetrate sexual and domestic violence, dating violence, stalking

- and human trafficking at an individual, relationship, community and societal level.
 - g. Prevention programming needs to include strategies that aim to increase protective factors and decrease risk factors within each level.
 - h. Community members are integral to planning, developing, and implementing prevention strategies.
 - i. Everyone has a role to play in ending violence in our communities. Domestic and sexual violence programs are encouraged to include a call to action tailored to the specific audience in education and training awareness activities.
- 3) Programs should document the following information for all community education presentations, professional trainings and community awareness activities:
- a. Main topic.
 - b. Target audience.
 - c. Number of individuals in attendance.
 - d. Duration of presentation.
 - e. Presenter's name and job title.
- 4) Program actively provides and promotes awareness of services to survivors of sexual and domestic violence, dating violence, stalking and human trafficking. Program identifies and provides direct support opportunities to individuals present at program education, training and awareness events to ensure individuals have immediate access to support if needed.
- 5) Program has an effective outreach program that reflects the diversity of the community, ie. frequently encountered languages, ethnic/racial/cultural representation, LGBTQIA+, etc.
- 6) Program has an evaluation process in place to measure the impact of education programs, professional trainings, community awareness and outreach activities.
- B. Participation in Multi-Disciplinary Teams and Stakeholder Education
- 1) Program demonstrates leadership and/or participation in local multi-disciplinary teams and inter-agency groups that work with survivors of sexual and domestic violence, dating violence, stalking and human trafficking or work together to prevent these types of violence in their communities
 - 2) Program promotes and supports the participation of diverse and non-traditional partners on multidisciplinary teams and interagency groups.
 - 3) Program provides cross-training for key stakeholders and community partners.
- C. Public Relations
- 1) Program maintains public relations efforts, such as social media, press releases, public service announcements, media interviews, and meetings with reporters, producers and editorial boards.

- 2) Programs discuss and identify desired outcomes for public relation efforts that reinforce the program’s mission, vision, and values, and design marketing campaigns to achieve these outcomes
- 3) Programs consider the appropriate use of social media; how and what information will be shared; policies for blocking or removing harmful or malicious content; policies for allowing or disallowing members; written releases or consents for sharing information about survivors and/or staff; monitoring of content; and response times and protocols.
- 4) Program has written guidelines for the appropriate use of technology in marketing, advertising and awareness campaigns, which include but are not limited to:
 - a. Rules of use and response protocols for such technologies for the purpose of social media in the delivery or marketing of services.
- 5) Regularly review and update marketing materials, such as brochures, logo, business cards, signs, website and webpages to ensure accessibility, cultural relevance, accuracy, and current information.

Section VI: Prevention

Prevention

It is critical for programs and the communities they serve to invest in comprehensive, long-term prevention strategies to prevent sexual and domestic violence, dating violence, stalking, human trafficking, etc. Primary prevention is any action, strategy, or policy that prevents violence before it has occurred. Primary prevention involves developing skills and changing beliefs, attitudes, behaviors, and policies in ways that prevent violence, and ultimately change our culture. The purpose of primary prevention is to take action to address the root causes of sexual and domestic violence, dating violence, stalking, human trafficking, etc. Therefore, simply providing knowledge or raising awareness about these types of violence, or reducing individual risk for victimization through self-defense classes is not prevention.

Please note, in addition to meeting the following standards, programs that receive Rape Prevention and Education (RPE) Grant Program funding must also meet RPE requirements.

D. Primary Prevention Programming

- 1) Program engages and collaborates with community members to plan, develop, and implement primary prevention programming.
 - a. Program collects community data to identify risk and protective factors, select a target audience, and inform its primary prevention programming.
 - b. Program identifies and pursues potential partners in prevention, including non-traditional partners.
 - c. Program engages members from the community in which it will implement primary prevention programming to plan, develop, implement, and evaluate programming.
 - d. Program works with community members to ensure primary prevention programming reflects the community.

- 2) Program ensures its primary prevention programming:
 - a. Is theory driven and has scientific justification or logical rationale based on the community being served.
 - b. Includes multiple components, is delivered in multiple settings, and addresses a wide range of risk and protective factors across the social-ecological model or spectrum of prevention.
 - c. Uses multiple teaching methods and includes active, skills-based components.
 - d. Is ongoing, to provide enough programming to affect participants' knowledge, attitudes, beliefs, behaviors, and skill acquisition, and with opportunities for follow-up and booster sessions.
 - e. Is inclusive of different cultural beliefs and practices and specifically tailored to fit the cultural beliefs and practices of participants.

- f. Is appropriately timed and meets the developmental levels of participants.
 - g. Fosters strong positive relationships between youth and adults.
 - h. Is evaluated on an ongoing basis to make sure the process is effective and desired outcomes are achieved.
 - i. Is gender-inclusive, while maintaining a gender lens (e.g., program uses gender neutral language in their work, yet still addresses the rigid gender norms that can contribute to violence).
- 3) Program advocates for policy and social change.
- a. Program engages in strategies to shape public health policies in a way that decreases risk factors and increases protective factors related to sexual and domestic violence, dating violence, stalking, human trafficking, etc.
 - b. Program collaborates on efforts to improve systems, laws, institutions, and policies that affect survivors and the communities in which they live.
 - c. Program collaborates with entities to develop and/or advocate for policies that support public health.
 - d. Program provides information and resources to stakeholders who are developing or modifying organizational and/or systems policy that could affect survivors, the communities in which they live, or prevention efforts at large.
- 4) Program develops organizational structure and support for primary prevention programming within the organization.
- a. Program has in place appropriate and accessible services, or is able to offer a referral to relevant services, prior to implementing primary prevention programming in the community.
 - b. Program includes elements of social change and prevention in their vision, mission, and value statements and program materials.
 - c. Program advertises its primary prevention programming to the community via newsletters and brochures, on websites and social media, etc.
 - d. Program has a written prevention plan that guides the implementation of primary prevention programming, including engagement in policy and legislative change advocacy.
 - e. If the program is unable to implement comprehensive primary prevention programming at this time, the program must include plans for expanding its programming to be more comprehensive in the future.
 - f. Program intentionally budgets a sufficient amount of funds to implement comprehensive primary prevention programming.

- g. Program ensures all staff, volunteers/interns, and board members receive training on prevention within the first year of employment or service.
- h. Program ensures all staff and volunteers/interns receive ongoing training on prevention-related concepts and practices.
- i. Program ensures prevention staff possess and maintain throughout their employment the skills they need to implement primary prevention programming at all levels of the social-ecological model or spectrum of prevention (e.g., public speaking, facilitation, and critical thinking skills, program development, evaluation, etc.).
- j. Program ensures staff have access to current and relevant primary prevention resources and materials, including evidence-based material.

Section VII: Program Evaluation

Core Services Outcomes

“Although the thought of ‘evaluation’ can be daunting, if not downright intimidating, there are some good reasons why we want to evaluate the job we are doing. The most important reason, of course, is that we want to understand the impact of what we are doing on survivors’ lives. We want to build upon those efforts that are helpful to survivors with abusive partners; at the same time, we don’t want to continue putting time and resources into efforts that are not helpful or important. Evaluation is also important because it provides us with ‘hard evidence’ to present to funders, encouraging them to continue and increase our funding. Most of us would agree that these are good reasons to examine the kind of job we’re doing.” (Eleanor Lyon, Ph.D., Chris M. Sullivan, Ph.D., “Outcome Evaluation Strategies for Domestic Violence Service Programs Receiving FVPSA Funding”, 2007)

A. Plan for Program Evaluation

- 1) Program will create a written plan for collecting Outcome Evaluation Data, which should include the following:
 - a. Meet with key staff to explain the need for the evaluation and how it can be useful to the organization.
 - b. Decide which staff will collect the data and how often and from whom.
 - c. Determine who and when information should be collected, based on good sampling procedures including:
 - i. Do not collect data when survivors are in crisis;
 - ii. Collect data often enough that you don’t miss those survivors who receive short-term services, BUT not so often it’s a burden to survivors;
 - iii. Sampling shelter residents:
 1. Ideally, staff will attempt to ask every shelter resident to participate as they get closer to shelter exit (rather than those in crisis).
 - iv. Sampling support group participants:
 1. Survivors should be provided an opportunity to participate in evaluation on a regular basis.
 - v. Sampling advocacy program participants:
 1. Ideally, after 2 contacts with the advocate unless the advocate believes they’ll see the survivor again. You want to allow enough time for change to occur, but not miss those survivors receiving short-term advocacy.
 - vi. Attempt to collect data from a representative sample that is reflective of all those who are served by the program, which should include:

1. Survivors from all ages, races, and cultural groups, sexual orientations, genders, religious affiliations, and abilities must be included.
 2. Dissatisfied as well as satisfied survivors need to be included.
 - d. Determine what type of information to collect:
 - i. Summary data on survivors served and services rendered;
 - ii. Performance-based assessment of staff's service delivery;
 - iii. Measures of survivor satisfaction with services;
 - iv. Periodic assessments of community service needs; and
 - v. Outcome-based assessments of survivor service use.
 - e. How staff are to invite survivors to complete program evaluation forms.
 - i. Should ideally not be the person who just delivered services, when that cannot be provided, staff should not take the form directly from the survivor, but rather find an alternate way for that survivor to submit the form.
 - f. How survivor survey information will be kept confidential, including the provision of a private and quiet space in which to complete the survey.
 - g. Timing of evaluation components.
 - h. How evaluation data is used to inform programmatic improvements.
- 2) Program ensures sufficient time and funding are used to support program evaluation.
 - 3) Program ensures the evaluation process is survivor-centered, where survivor feedback is incorporated.
 - 4) Program provides the opportunity for anonymous completion of Evaluation/ Assessment of services by program participants.
 - a. Programs should consider the following:
 - i. Survivors need to feel that no one will look at their form in the near future.
 - ii. Survivors need to feel that they will not be identified by their survey.
 - iii. Before conducting the evaluation, survivors should be asked how and where they would like to complete it.
 - 5) Program ensures an efficient process for staff to collect evaluation data, such as having blank forms readily available for staff to use in a visible area or easy access to a link to a digital survey, if applicable.
 - 6) Program provides information to survivors when asking them to complete an evaluative survey, including:
 - a. Purpose of survey;
 - b. Options for completing and submitting survey (eg. Paper survey vs. digital survey method);
 - c. How program will ensure confidentiality of survivor and survey responses; and

- d. Voluntary nature of survey. No survivor should be required to complete it.
- B. Developing and Implementing Outcome Assessment Surveys
 - 1) Each program may create a survey to use with survivors that allows the organization to assess factors that are relevant to service provision.
 - a. Each survey must include the following, in compliance with FVPSA reporting requirements:
 - i. I now know more ways to plan for my safety.
 - ii. I now know more about community resources.

Addendums

The items below were referenced in the Program Standards. Please consult the most recent versions for details in application of the standards.

- Breach of Confidentiality Policy and Personally Identifying Information Policy
- Coalition's Core Values
- Confidentiality Standards for Nebraska's Network of Domestic Violence
- Ethical Guidelines
- Maintenance and Destruction of Files
- Nebraska Batterer Intervention Program Standards
- Records Retention Policy
- Training Requirements
- Social-Ecological Model
- Spectrum of Prevention