



North Carolina Department of Administration
North Carolina Council for Women/Domestic Violence Commission

DOMESTIC VIOLENCE PROGRAM GUIDELINES

Introduction

The North Carolina Council for Women/Domestic Violence Commission (Council) is a departmental advocacy division that provides funding, consultation and/or technical assistance to domestic violence programs statewide. The purpose of the guidelines is to provide all domestic violence programs receiving funding from the Council with directives on administrative and programmatic requirements.

The Council has six regional offices that provide consultation and technical assistance to programs as well as help with program and board development. The regional office staff will visit funded programs in an effort to ensure compliance with all relevant federal laws, state statutes and North Carolina administrative code provisions, as well as best practices in service delivery.

FUNDING ELIGIBILITY

A. Domestic Violence Program

1. Programs that receive domestic violence funding must adhere to the North Carolina General Statute (G. S.) §50B-9 and § 143C-6-23.
2. Programs that receive the domestic violence state appropriation also qualify to receive a pro-rata share of the marriage license fees as outlined in G. S. §143B-394.10 and a portion of the quarterly divorce filing fee funds as outlined in G. S. §7A-305(a2).
3. To qualify for the Council funding, all applicants:
 - a. Shall be a local unit of government or a private, non-profit organization.
 - b. Shall operate for one year providing the domestic violence basic services prior to applying for the domestic violence funds.
 - c. Shall comply with G. S. §143C-6-23 regarding audit requirements and grant monitoring.
 - d. Shall comply with the provisions of the grant contract.
 - e. Shall maintain compliance with agency contracting.

- f. Shall have a Board of Directors that receives board training annually.
- g. Shall provide timely and accurate program and financial reporting to the Council.
- h. Shall not have supplanted federal, state or local funds that in the absence of state funds would be available for any portion of the program.

REQUIREMENTS

A. Accounting Requirements

All programs must adhere to the reporting requirements outlined in NCGS §143C-6-23, North Carolina Administrative Code (NCAC) Chapter 9 and the contract between the program and the Council.

B. Use of Funds

1. Programs shall ensure that state funds are utilized for the purpose of the grant as outlined by 9 NCAC 03M.0202.
2. 9 NCAC 03M. 0201 states that programs must adhere to the Cost Principles outlined in the Office of Management & Budget's circular A-87 and A-122. Determination of allowable costs is at the Council's discretion.

a. Allowable Costs (Not exhaustive list)

i. Staff Salaries

All salaries or portions of staff salaries must relate directly to the execution of proposed domestic violence services. Programs are strongly encouraged to offset staff resources with volunteer efforts in order to maximize cost effectiveness and to encourage participation and support by the local community. Consultant fees are not considered salaries.

ii. Fringe Benefits

Benefits allowable under this grant program include FICA, unemployment insurance, health insurance, hospital, life insurance and retirement.

iii. Travel

Total amount of travel and per diem charged to the grant funds must not exceed 10% of the total grant.

- a. Mileage – reimbursed up to current state rate on organization business.
- b. Registration Fees – not to exceed \$100.00 per person per conference or workshop unless prior approval given by the assigned grants administrator.
- c. Meals – incurred on organization business reimbursed in accordance with state rates.
- d. Room Charges – for organization business reimbursement at actual or up to current in-state rates (not including taxes).

- e. Out-of-State travel – must have prior approval by the assigned grants administrator and are reimbursed in accordance with state rates. All out of state travel must have prior approval of assigned grants administrator.
- iv. Operating Expenses
 - a. Rent of office or shelter space
 - b. Utilities for office or shelter
 - c. Expendable supplies and materials
 - d. Equipment (i. e. printers, copiers, fax machine).
 - e. Postage
 - f. Communications (i. e. telephone, pager, etc.)
 - g. Education (i. e. videos, books, training costs)
 - h. Printing of publications
 - i. Emergency shelter costs (motel, hotel)
 - j. Client costs (i. e. food, transportation, medications & other financial assistance)
 - k. Professional services
- v. Repairs & Maintenance of Agency Owned Property
 - a. Repair and maintenance costs can be charged to grant only when the program owns or is purchasing the property.
- vi. Insurance Fees/Bonding
 - a. Insurance and Bonding fees are allowable (i. e. fire, theft, property, personal liability insurance policies and bonding for persons handling funds).
- vii. Audit
 - a. Audit costs are only allowable if the agency receives \$500,000 or more in state funds and/or federal pass-through funds and has prior approval from the assigned grants administrator per G. S. §143-6.1.
- viii. Volunteer Expenses
 - a. Service related expense reimbursement, training cost and volunteer appreciation costs.
- b. Unallowable Costs (Not exhaustive list): Grant funds shall not be used for the following purposes:
 1. Petty Cash
 2. Loans, Mortgage Payments, Property Taxes
 3. Entertainment costs, food for staff or board meetings, social activities, alcoholic beverages, flowers
 4. Debt payments, fines or penalties
 5. All costs associated with lobbying or activities designed to influence legislators or public officials to support or vote against specific legislation
 6. Construction of new property or addition, remodeling or other capital improvements
 7. Costs of tickets, prizes, dinners, or other fundraising expenses
 8. Parking fees or fines

9. Use of any grant funds to supplant any other federal, state, or local funds
 10. Costs of Consultants (unless assigned grants administrator gives prior approval)
 11. Any costs not shown in allowable costs nor itemized in this section maybe considered unallowable, please verify with your assigned grants administrator.
- c. Match Requirements: Programs applying for these funds must match state appropriated funds (not marriage license fees). The match requirement is designed to encourage sustainability of the program by diversifying the funding base and gaining local support for the program's efforts. The match must be generated locally and represent a minimum of 20% of the total award (Ex. If the total grant award is \$10,000, a \$2,000 match is required). Examples of sources for a local match include:
1. Fundraisers
 2. Grants from private organizations (ex. Churches, foundations, businesses, etc.)
 3. United Way
 4. Civic Groups
 5. Local government units (city & county government)
 6. In-kind goods or services calculated at fair market value (volunteer board hours for required board attendance may not be utilized)

C. Administrative & Organizational Policies

Each program must have the following policies:

1. Conflict of Interest Policy
 - a. Programs shall have a notarized conflict of interest policy on file prior to receiving Council funds.
2. Non-Discrimination Policy
 - a. Programs shall have a written policy on non-discrimination which states that the program will not discriminate against staff, volunteers, or program clients based on age, disability, gender identity or expression, race, creed, sexual and religious orientation or national origin.
3. Organizational Code of Conduct Policy
 - a. Programs shall have a written policy on the expectations of the program and its employees pertaining to rules and regulations which could include any payments for illegal acts, indirect contributions, rebates, bribery.
4. Internal Controls Policy
 - a. Programs shall have a written policy on maintaining records that are relevant and material to the proper administration of its financial and programmatic activities. Those records shall include, but not limited to:

- i. Written policies and procedures that address personnel issues, financial policies and procedures that address items such as cash receipts, cash disbursements, payroll, travel and purchasing practices.
 - ii. Supporting documentation such as pre-numbered receipts, canceled checks, time sheets, invoices and contracts, which support the accounting records.
 - iii. Budgets with supporting documentation such as budget requests and approval notifications.
 - iv. Formal accounting records such as check registers, journals, and general ledgers.
5. Whistleblower Policy
 - a. Programs shall have a written policy that is intended to encourage and enable employees and others to raise serious concerns without fearing retaliation.
6. Confidentiality
 - a. Programs shall have a written confidentiality policy approved by its Board of Directors.
 - b. The policy shall govern the sharing of information internally as well as externally.
 - c. Programs shall maintain a data collection system that protects the confidentiality of the clients including storing files in locked cabinets.
 - d. A confidentiality statement shall be signed by all employees, board members and other volunteers and kept on file.
 - e. Access to files should be limited to any staff/and or volunteers doing direct case management on an as needed basis.
7. Personnel Policy
 - a. Programs shall have written personnel policies governing the program's operations. At a minimum, the policies should contain hiring and termination procedures including grievance procedures, and leave policies including holiday, overtime and compensatory pay.
 - b. All employees, including the Executive Director, shall complete timesheets for each pay period, documenting the time worked on a project or program, number of hours to be charged to a particular budget or project and with the supervisor's approval.
 - c. All staff should be provided with a copy of the agency's policy and procedure manual.

D. Board of Directors

1. It is recommended that programs are governed by a board with members who represent the demographic profile of the community, as well as businesses, government services, legal, educational, religious, and other systems.
2. The board shall designate one or more seats for domestic violence survivors. A board member's status as a survivor shall remain confidential at the discretion of the board member. However, the board chair, executive director, and the region director shall be given knowledge of the board member's status in order to meet compliance with the guidelines.
3. New board members shall receive orientation at the beginning of their term on programmatic issues, board responsibilities, fiscal responsibility and operations management.
4. Members will receive annual site visits or other assessments by the Council on these topics and other topics appropriate to the needs of the program to ensure adequate training and service provision.
5. Board orientation and training may be provided by a region director of the Council.
6. Board training not delivered by Council staff must be approved by the Council for content.
7. Boards shall have regularly scheduled meetings and keep written records of meetings, which contain date, time, place of meeting, members attending, decisions, motions, etc.
 - a. Copies of approved board minutes should be submitted via e-mail to the program's Region Director and kept on file for review by the Council staff during site visits.
8. Boards shall have an active Finance Committee to monitor financial management of the agency.
 - a. The committee should submit a written report at each board meeting for the entire Board to review.
 - b. The Treasurer must be a member of the Finance Committee.
 - c. Copies of the finance report should be submitted via e-mail to the program's Region Director and kept on file for review by the Council staff.
9. Human Resources Planning/Personnel and Resource Development Committees of the Board are required.
10. Public Relations/Marketing and Strategic Planning Committees of the Board are recommended.
11. Programs shall have a corporate notebook, containing approved board meeting minutes for three years.
 - a. The notebook must also contain the last three year's 990 forms, the program's bylaws and the agency's 501(c) 3 letter (if applicable).

E. Liability Insurance/Bonding

1. Programs shall maintain fire, theft, property and personal liability insurance according to the grant contract.
 - a. Persons having access to financial resources shall have the necessary and appropriate insurance to cover theft and fraud. (Please consult with your insurance carrier)
 - b. Domestic violence shelters should have appropriate insurance to cover building and/or clients in the event of accidents or loss. (Please consult with your insurance carrier).
 - c. Boards should consider Officers and Directors insurance for their own protection.

F. Grant Application

Programs must apply annually to the Council for their funding. Each program must submit the appropriate grant application along with the specified number of copies to the assigned grants administrator.

G. Grant Award

1. Programs will receive an initial grant award announcement from the Council. The funding cycle for the domestic violence funds is July 1st – June 30th.
2. Please note that the initial grant award announcement occurs at a different time each year due to the General Assembly.
3. Programs must complete the grant award agreement and return a signed original to the assigned grants administrator. The grant award agreement must include an actual budget that reflects the grant award announcement amount.
4. Funds cannot be released to programs until the funds are appropriated by the General Assembly and the grant award agreement is fully executed.
5. All payments to programs are contingent upon fund availability.
6. Programs shall ensure that all sub-grantees, if any, provide all information necessary to permit the program to comply with the standards, responsibilities, and obligations.

H. Check Signatures

1. Programs must have two signatures on checks over \$500.
2. The use of debit cards is discouraged.

I. Source Documents

1. Accounting records shall be supported by source documentation, such as canceled checks, paid bills, payrolls, time and attendance records, contract and sub-grant award documents, etc.
2. Records shall be kept for five years after audit.

J. Budget Control

1. Actual expenditures or outlays from state grant funds shall not exceed the budgeted amounts for each line item or for the total grant.

K. Internal Control

1. Written internal control and accountability shall be in place to maintain the integrity of all grant cash, real and personal property, and other assets.
2. All property shall be used for authorized purposes only.

L. Equipment Inventory

1. Programs shall adequately safeguard all purchases and shall assure that they are used solely for authorized purposes.
2. Programs shall maintain an equipment record for all fixed assets, equipment purchases or donations showing identification number of item, date of acquisition, cost, make, model, serial number and expected life, if item is depreciating. Programs should assign equipment an inventory control number.
3. Equipment records shall also indicate discarded or disposed of equipment or trade-ins of equipment for purchase of replacement items.

M. Liquidation of Obligations

1. Programs shall settle all obligations incurred under the grant award agreement no later than 90 days after the end of the funding period.

REPORTING REQUIREMENTS

A. Programs shall adhere to the reporting requirements described on the Notice of Certain Reporting and Audit Requirements. Programs shall follow reporting requirements implemented by the Council.

B. Failure to comply with all reporting requirements and all reporting deadlines will result in the withholding or non issuance of grant funds.

C. Failure to comply with any reporting requirements can lead to the possible termination of the grant contract which shall result in suspension of grant funds.

D. Financial Reports

1. Budget Transfer Request Form

- a. Programs may transfer funding from one budget line item to another with the written prior approval of the assigned grants administrator and its Region Director.
- b. May 31st is the final deadline the Council will accept budget transfer requests.

2. Domestic Violence Grant Monthly Expenditure Report (State appropriations only)

- a. All programs must submit a monthly report to the assigned grants administrator and its Region Office by the fifteenth of each month. The report is considered late if the assigned grants administrator receives the report on the sixteenth.
- b. The domestic violence grant monthly report must reflect the previous month's activities (ex. The November report is submitted in December.)

- c. Please note that the initial grant award announcement occurs at a different time each year due to the General Assembly. This may affect the July, August, September and October deadlines of the domestic violence grant monthly report. The Grants section will assess this and notify programs of the revised deadlines.
 - d. Programs must include the following: program budget, the actual expenses for the month, year to date expenditures and the remaining balance.
 - e. Programs must attach a completed supporting documentation form to the report. This form must include the following: expenditure, check number of check used to pay the expense, check date, cost of item or service, total submitted for domestic violence grant monthly report.
 - f. The executive director and the preparer of the report must sign and submit it.
 - g. Copies of all supporting documents must be attached to this form.
 - h. If the Council does not receive a domestic violence grant monthly report from a program or a requested revision of the report, the program will not receive its portion of the domestic violence grant for the quarter.
3. Marriage License Fee/Divorce Filing Fee Monthly Expenditure Report
- a. All agencies operating a domestic violence program and receiving the domestic violence state appropriations must submit a marriage license fee/divorce filing fee monthly report to the assigned grants administrator no later than the fifteenth of each month. The report is considered late if the assigned grants administrator receives the report on the sixteenth.
 - b. The monthly expenditure report must reflect the previous month's activities. (Ex. The November report is submitted in December.)
 - c. Programs must include the following: program budget, the actual expenses for the month, year to date expenditures and the remaining balance.
 - d. Programs must attach a completed supporting documentation form to the report. The form must include the following: expenditure, check number of check used to pay the expense, check date, cost of item or service, total submitted for marriage license fee monthly report.
 - e. The executive director and the preparer of the report must sign and submit it.
 - f. Copies of all supporting documents must be attached to this form.

- g. If the Council does not receive a marriage license fee/divorce filing fee monthly report from a program or a requested revision of the report, the program will not receive its portion of the marriage license fee/divorce filing fee for the quarter.
4. Projected Income Statement
 - a. Programs must complete a projected income statement to include in its grant application. The Statement must include an estimate of all sources of projected income for the upcoming fiscal year.
 5. Inventory Report
 - a. Programs must submit an inventory report to the assigned grants administrator and its Region Director on January 20th and July 20th. If the assigned grants administrator receives the report on the twenty-first, the report is considered late.
- E. Client Service Reports
1. Semi-Annual Statistical Report
 - a. All programs must submit the semi-annual statistical report by e-mail to the Grants section staff, the Council's Research Assistant and its Region Director on January 20th and July 20th.
 - b. Programs must ensure the age, gender and race columns equal the number of clients served.
 - c. Agencies that serve multiple counties must submit a separate report for each county.
- F. Audit Reports
1. Programs must use the GIC online system to complete and submit Office of the Auditor reports
(www.grants.ncauditor.net/Portal/displayLogon.do).
 2. Level 1 Reporting Requirements
 - a. Programs that receive less than \$25,000 from the state of North Carolina must complete the following: Certification form and the State Grants Compliance reporting form.
 - b. The forms are due within six months of the program's year end.
 - c. The program must submit the forms to the Office of the State Auditor online through the Grants Information Center.
 3. Level 2 Reporting Requirements
 - a. Programs that receive at least \$25,000 but less than \$500,000 from the state of North Carolina and federal pass-through grants must complete the following: Certification form, State Grants Compliance reporting form, Program Activities & Accomplishments report, and Schedule of Receipts & Expenditures.

- b. The forms are due within six months of the program's year end.
 - c. The program must submit the forms to the Office of the State Auditor online through the Grants Information Center.
4. Level 3 Reporting Requirements
- a. Programs that receive \$500,000 or more from the state of North Carolina and federal pass-through grants must complete the following: Certification form, State Grants Compliance reporting form, Program Activities & Accomplishments report, and "Yellow Book" audit conducted by CPA and includes Schedule of Federal & State Awards.
 - b. The forms are due within nine months of the program's year end.
 - c. The program must submit the forms to the Office of the State Auditor online through the Grants Information Center.
 - d. Programs can substitute an A-133 audit for the yellow book audit.

PROGRAM BASIC SERVICES

A. Required Basic Services for Domestic Violence Programs

In addition to the basic program requirements listed below, programs are encouraged to utilize the Best Practices Manual for Domestic Violence Programs in N C (NCCADV, 2006) as a tool for developing program services and structure.

1. Office Location

- a. The programs shall operate an office located within the county for which funding is requested that is open Monday – Friday during normal business hours and is accessible to clients. The office cannot be located in a residence.

2. Service Requirements

- a. Services cannot be denied based on a client's immigration status, age, disability, gender identity or expression, race, creed, sexual and/or religious orientation or national origin.

3. Hotline Services

- a. Programs shall maintain a confidential crisis telephone line that operates twenty-four (24) hours a day, seven (7) days a week.
- b. Staff members and/or volunteers that work the hotline must receive adequate training on responding to the needs of callers including: assessing the caller's immediate safety and need for emergency services, providing crisis intervention services, developing a safety plan, providing supportive listening, how to describe the program's services and providing information on community services.

- c. Agencies that operate a domestic violence and sexual assault program are encouraged to consolidate the program hotlines and cross train the staff/volunteers responsible for providing hotline coverage to maximize service support to callers.
 - d. During regular office hours, callers must have access to a trained advocate. While immediate response by a trained advocate at all times is preferred, programs may utilize answering services after regular business hours. At no time may calls be answered by an answering machine.
 - 1. If an answering service is utilized, the person answering the phone must clearly identify themselves as a representative of the domestic violence hotline. For example, calls may not be answered “211” or “911.”
 - 2. If an answering service is utilized, a trained advocate must be able to safely connect with the caller within a maximum of one hour. An immediate “patch-through” connection is strongly preferred.
 - e. Business line, voice mail system shall provide callers with the ability to directly connect to a trained advocate. The information on how to reach a trained advocate must be provided immediately upon reaching the voice mail system, not at the end of the message.
 - f. It is recommended that the program utilize the services of the LanguageLine (1-877-886-3885) in order to accept and assist foreign language callers.
4. Crisis Intervention & Referral Services
- a. Programs shall provide crisis intervention services to clients by telephone, computer and/or in person.
 - b. Programs must have access to local community resources information to provide to clients.
5. Transportation Services
- a. Programs shall provide or coordinate with other community transportation services, if available, to provide clients transportation to access needed services. Needed services may include legal, housing, employment, medical, and government benefits.
 - b. Programs are encouraged to network with community organizations such as law enforcement to provide transportation.
6. Shelter Services
- a. Programs shall provide or coordinate emergency shelter for clients and their families who are fleeing violence. Simply providing the client with phone numbers of nearby shelters is not sufficient coordination. The Domestic Violence program should safely maintain contact with the family until safe lodging has been established. Shelters are strongly

- encouraged to develop memorandums of understanding with shelters in surrounding counties to outline referral procedures and transportation arrangements for clients who need to relocate outside of their current county of residence.
- b. Shelters shall have a written intake process, including procedures for ensuring safety for victims with mental or physical health concerns, male children or those with substance abuse issues.
 - c. Staff or volunteers shall be on site at the shelter at all times when the shelter is occupied.
 - d. The shelter services shall provide the basic needs of the clients including: safety, food and hygiene products. Program resources shall be used to cover these expenses. Shelter residents shall never be required to purchase any of these items for the purpose of sharing with other residents.
 - e. The shelter should provide lockable storage for each family for protection and private accessibility of medication and other valuables.
 - f. Shelter residents shall be offered complimentary services which may be available through the program, such as advocacy, peer or professional counseling, or court accompaniment. If these services are coordinated through another location, staff shall assist with arranging transportation so that shelter residents have access to other program staff.
 - g. The shelter should be located in an undisclosed location or in a facility which offers enhanced security, such as an alarm system.
 - h. Shelter beds should not be reserved for “in-county” residents. Shelters are strongly encouraged to develop memorandums of understanding with shelters in surrounding counties to outline referral procedures and transportation arrangements for clients who need to relocate outside of their current county of residence.
 - i. When feasible, shelters should prioritize families in imminent danger.
 - j. Any time that a family is not accepted into shelter because of lack of space, the program is required to assist the family with locating alternate safe shelter and to safely maintain contact until a viable alternative is located. The referring program is further required to continue coordination of services for the family, as appropriate, such as transportation back for court appearances. If the referral is to another domestic violence shelter, the provision of services will be coordinated as outlined in the memorandum of understanding between the programs. Generally, the program accepting the

client will be primarily responsible for the provision of services in that county.

- k. Shelter services may not be denied based whether or not an individual sought a protective order or other legal remedy.
- l. Criminal background checks, drug and alcohol testing are not appropriate for victims seeking emergency crisis services and shall not be performed or used as criteria for admission to a crisis shelter.

7. Advocacy & Supportive Services

- a. Programs shall assure the availability of individual and court advocacy, individual and group support services for both sheltered and non-sheltered victims and when appropriate, for their children. To ensure confidentiality of shelter clients, support groups for non-sheltered victims shall be offered in a location other than the crisis shelter.
- b. When a support group is offered, clients must be able to access that service within a maximum of 12 weeks of making a request.
- c. Support group facilitators shall have adequate training and experience, and their credentials should be reviewed by the program prior to the beginning of their work with the program. All support group facilitators shall have, at a minimum, training required of direct service volunteers, or documentation of equivalent training.
- d. Support group facilitators shall be equipped to provide information to group attendees about other resources available through the program, as well as local emergency services.
- e. In cases where clients receive counseling, the program shall either use a licensed professional on staff to provide the counseling or refer the client to a licensed professional in the community.

8. Community Education

- a. Programs shall provide the community information on the dynamics of domestic violence, the importance of supporting efforts to reduce it, and how to prevent domestic violence.
- b. Programs shall provide professional training to groups and organizations about appropriate identification and response to domestic violence as well as prevention strategies.
- c. Programs shall have brochures, materials, etc. that outline available program services and other community resources.
- d. Materials should be translated into the languages spoken by the local population.

9. Staff Training

- a. Staff shall receive training to perform their duties. It is recommended that all direct service providers have a

minimum of 20 hours of subject specific training prior to providing any services for clients.

1. This means that all new employees, as well as volunteers who perform direct services, must receive a minimum of 20 hours of training about domestic violence and related issues as well as training about their specific job responsibilities. On-the-job training is acceptable, provided that the new employee is continuously supervised by another staff member. Programs who wish to propose alternate training arrangements may have them approved in consultation with their region director.
 2. The program may reduce the number of required training hours in consultation with the region director for new employees who have years of experience serving domestic violence victims.
 3. Due to the prevalent co-occurrence of domestic violence and sexual assault, all domestic violence staff should also be trained about sexual assault, even in programs which do not provide sexual assault services as a primary part of their mission.
 4. Each staff member's supervisor should work with them to develop an annual staff development plan, which is kept on record at the program offices.
 5. Resources for training include: the North Carolina Coalition Against Domestic Violence, the North Carolina Coalition Against Sexual Assault, the North Carolina Victim's Assistance Network, the Regional Directors, training coordinated by the program, other domestic violence programs, and other county-based service providers.
 6. Training requirements may be met by providing the region director with Certificates of Attendance issued to the attendee by the provider of the training which include the topic of the training and the number of hours. The region director may request additional information, including the agenda of the training and/or materials provided at the training to determine compliance.
- b. Agencies that operate both domestic violence and sexual assault programs should cross train staff to enable them to respond to an emergency situation regarding either issue.
10. Program Fees for Victim Services
- a. Due to economic abuse, programs shall provide all services free of charge when possible. Programs shall not charge fees

for emergency services, such as shelter, basic court advocacy and hotline response.

- b. If a program chooses to charge fees for some services, such as counseling or transitional housing, they shall develop sliding scale fees for those able to pay.
- c. Services shall never be denied based on ability to pay.
- d. Programs shall not charge any fees to shelter clients. This includes any requirement that clients purchase food or other items which must be shared with other shelter residents.

11. Interpreters

- a. The use of interpreters may be needed at times in order to effectively deliver services to non-English speaking clients; however, children shall not be used as interpreters.
- b. It is recommended that the program utilize the services of the LanguageLine (1-877-886-3885) in order to accept and assist non-English speaking clients.

RESOURCE LINKS

Funding Agency

North Carolina Council for Women/Domestic Violence Commission
(<http://www.nccfwdvc.com>)

State Government Resources

Governor's Crime Commission
(<http://www.nccrimecontrol.org/Index2.cfm?a=000003,000011>)

North Carolina Administrative Code
(<http://reports.oah.state.nc.us/ncac.asp>)

North Carolina Department of Public Instruction
(<http://www.ncpublicschool.org>)

North Carolina General Statutes
(<http://www.ncleg.net/gascripts/Statutes/StatutesTOC.pl>)

North Carolina Office of the Auditor
(<http://www.ncauditor.net/pub2/>)

Federal Government Resources

Office of Management & Budget
(<http://www.whitehouse.gov/omb/>)

RESOURCE LINKS

Advocacy Organizations

North Carolina Coalition Against Domestic Violence
(<http://www.nccadv.org>)

North Carolina Coalition Against Sexual Assault
(<http://www.nccasa.org>)

North Carolina Victim Assistance Network
(<http://www.nc-van.org>)