



North Carolina Department of
Administration
North Carolina Council for Women

**SEXUAL ASSAULT/RAPE CRISIS CENTERS
PROGRAM**
Guidelines
Updated September, 2014

INTRODUCTION

The North Carolina Council for Women (NC CFW) is the state's leading voice on key issues impacting women.

NC CFW is a departmental advocacy division within the Department of Administration that provides funding, consultation and/or technical assistance to sexual assault and rape crisis centers statewide.

NC CFW has region offices that provide consultation and technical assistance to programs as well as help with program and board development. The region office staff will conduct monitoring assessments for all 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.

PURPOSE

The purpose of the Sexual Assault/Rape Crisis Center Guidelines is to provide all programs receiving funding from the NC CFW with directives on administrative and programmatic requirements.



FUNDING ELIGIBILITY

1. Grantees that receive sexual assault funding must adhere to the North Carolina General Statute (G. S.) §143B-394.21.
2. To qualify all applicants:
 - a. Shall be a local unit of government or a private, non-profit organization.
 - b. Shall operate for one year providing the sexual assault basic services prior to applying for the sexual assault 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

ACCOUNTING REQUIREMENTS

All Grantees must adhere to the reporting requirements outlined in G. S. §143C-6-23, North Carolina Administrative Code (NCAC) Chapter 9 and the contract between the grantee and the North Carolina CFW/DOA.

REQUIREMENTS USE OF FUNDS

- ❖ Grantees shall ensure that state funds are utilized for the purpose of the grant as outlined by 9 NCAC 03M.0202.
- ❖ 9 NCAC 03M. 0201 states that Grantees must adhere to the Cost Principles outlined in the Office of Management & Budget's Super Circular, (this Super Circular supersedes and streamlines requirements from OMB Circulars A-21, A-87, A-110, and A-122, as well as A-89, A-102, and A-133. A-87 and A-122.)
- ❖ Determination of allowable costs is at the NC CFW's discretion.
- ❖ Administrative costs associated with NC CFW funds shall not exceed 20% of the sexual assault/ rape crisis center program grant appropriation. Administrative or M&G costs are expenses allocated for the overall function and management of the agency, rather than for the direct conduct of program services.

REQUIREMENTS

USE OF FUNDS – ADMINISTRATIVE COSTS

Examples of Administrative or M&G costs include (but are not limited to):

- ❖ Board of Directors, Committee and staff meetings (unless held in connection with specific program or fundraising activities)
- ❖ Legal/Accounting/Financial Services
- ❖ Office management and general office supplies
- ❖ Publication and distribution of an annual report
- ❖ Salary, FICA, fringe benefit expense for non-direct service staff time (i.e.: grant writing/compliance reporting, board meeting preparation, monthly financial reconciliations, etc.)
- ❖ Percentage of rent and utilities not associated with program delivery

When assessing line items charged to the grant, ask is this expense associated with carrying out direct services of the program?

REQUIREMENTS

ALLOWABLE COSTS (NOT EXHAUSTIVE LIST)

Staff Salaries: All salaries or portions of staff salaries must relate directly to the execution of proposed sexual assault 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.

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

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

Mileage – reimbursed up to current state rate on organization business.

Registration Fees – not to exceed \$200.00 per person per conference or workshop unless prior approval given by the assigned grants administrator.

REQUIREMENTS

ALLOWABLE COSTS (NOT EXHAUSTIVE LIST)

Meals – incurred on organization business reimbursed in accordance with state rates.

Room Charges – for organization business reimbursement at actual or up to current in-state rates (not including taxes).

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.

REQUIREMENTS

ALLOWABLE COSTS (NOT EXHAUSTIVE LIST)

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

REQUIREMENTS

ALLOWABLE COSTS (NOT EXHAUSTIVE LIST):

Repairs & Maintenance of Agency Owned Property: Repair and maintenance costs can be charged to grant only when the program owns or is purchasing the property.

Insurance Fees/Bonding: Insurance and Bonding fees are allowable (i. e. fire, theft, property, personal liability insurance policies and bonding for persons handling funds).

Audit: 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.

Volunteer Expenses: Service related expense reimbursement, training cost and volunteer appreciation costs

REQUIREMENTS

UNALLOWABLE COST(NOT EXHAUSTIVE LIST)

Grant funds shall not be used for the following purposes:

- Petty Cash
- Loans, Mortgage Payments, Property Taxes
- Entertainment costs, food for staff or board meetings, social activities, alcoholic beverages, flowers
- Debt payments, fines or penalties
- All costs associated with lobbying or activities designed to influence legislators or public officials to support or vote against specific legislation
- Construction of new property or addition, remodeling or other capital improvements
- Costs of tickets, prizes, dinners, or other fundraising expenses
- Parking fees or fines
- Use of any grant funds to supplant any other federal, state, or local funds
- Costs of Consultants (unless prior approved by assigned grants administrator)
- Any costs not shown in allowable costs nor itemized in this section maybe considered unallowable, please verify with your assigned grants administrator and/or Region Director.

REQUIREMENTS MATCH

Programs applying for these funds must match state appropriated funds. 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). The source of the match must be specified in the grant application/agreement. 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)

ADMINISTRATIVE & ORGANIZATIONAL POLICIES

Each Grantee must have the following policies **prior** to receiving NC CFW funding:

1. Conflict of Interest Policy
2. Non-Discrimination Policy
3. Organizational Code of Conduct Policy
4. Internal Controls Policy
5. Whistleblower Policy
6. Confidentiality
7. Personnel Policy

BOARD OF DIRECTORS

All not-for-profit grantees must be governed by a Board of Directors with members who represent the demographic profile of the community, consumers, as well as businesses, government services, legal, educational, religious, and other systems. An **advisory committee** is strongly recommended for all other entities.

The following committees are **mandatory**:

- ❖ **Finance Committee:** (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 meeting for the entire Board to review. Report includes the Balance Sheet and P&L statement.
- ❖ B. The Treasurer must a member/chair of the Finance Committee
- ❖ C. Copies of the finance report should be submitted via e-mail to the grantee's Region Director and must be kept on file for review by the NC CFW staff.
- ❖ **Human Resources Planning/Personnel Committee;** and
- ❖ **Resource Development/Fundraising Committee.**

Please contact your NC CFW Region Office for Board Training availability.

BOARD OF DIRECTORS (cont.)

- ❖ Public Relations/Marketing and Strategic Planning Committees of the Board are recommended.

Grantees shall have a board approved strategic plan on file for review by the Council.

- ❖ Grantees shall have a corporate notebook, containing approved board meeting minutes for three years. 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).

BOARD OF DIRECTORS (cont.)

Boards shall:

- ❖ Designate one or more seats for sexual assault survivors. Status shall remain confidential; however, the board chair, executive director and region director shall be given knowledge of the board member's status in order to meet compliance. (Recruiting a Sexual Assault Survivor that is comfortable with being an advocate)
- ❖ Provide orientation for new members at the beginning of their term. Orientation includes programmatic issues, board responsibilities, fiscal overview and responsibilities and operations management.
- ❖ Have regularly scheduled meetings and keep written records of meetings containing the dates, times, place of meeting, members attending, decision, motions, etc.

BOARD OF DIRECTORS (cont.)

- ❖ Boards shall submit copies of approved board minutes via e-mail to the NC CFW Region Director and keep copies on file for review during site visits.
- ❖ Training may be delivered by the NC CFW Region Director.
- ❖ Training or orientation not provided by the Region Director must be approved by the Region Director for content.

BOARD OF DIRECTORS (cont.)

- ❖ Grantee Boards of Directors shall receive an annual site visit or other assessments by the NC CFW Region Director to ensure compliance with the Sexual Assault/Rape Crisis Center Guidelines.
- ❖ Board Chairperson and Executive Directors will receive a copy of the Annual Assessment and Site Visit Report from the NC CFW Region Director

INDEMNITY/LIABILITY INSURANCE/ BONDING

- ❖ Must provide and maintain adequate insurance coverage.
- ❖ Maintain fire, theft, property and personal liability insurance.
- ❖ Persons having access to financial resources shall have the necessary and appropriate insurance to cover theft and fraud.
- ❖ Grantees should have appropriate insurance to cover building and/or clients in the event of accidents or loss.
- ❖ Boards should consider Officers and Directors insurance for their own protection.
- ❖ Grantees should maintain automobile insurance for all vehicles used in the performance of the grant.

GRANT APPLICATION

- ❖ Programs must apply annually to the NC CFW for Sexual Assault funding. Each program must submit the appropriate grant application and/or Program Status Update along with the specified number of copies to the assigned grants administrator and/or Region Director.
- ❖ Consult the Council website for a copy of the application. www.councilforwomen.nc.gov

GRANT AWARD

- ❖ Grantees will receive an initial grant award announcement from the NC CFW. The funding cycle for the sexual assault funds is July 1st – June 30th.
- ❖ Grantees must complete the grant award agreement and return the designated number of signed originals to the assigned Grants Administrator and/ or Region Director.
- ❖ Funds cannot be released to Grantees until the funds are appropriated by the General Assembly and the grant award agreement is fully executed.
- ❖ All payments to Grantees are contingent upon fund availability.
- ❖ Sub-grantees must provide all information necessary to ensure the program complies with the standards, responsibilities, and obligations of the grantee.
- ❖ Grantees should have three months of operating funds on hand, demonstrating that the state funds will be supplemental.

CHECK SIGNATURES/ ACCOUNTING

- ❖ Grantees must have two signatures on checks over \$500. (Recommended signatures are a Board member and staff, not two staff)
- ❖ The use of debit cards is discouraged.
- ❖ 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.
- ❖ Records shall be kept for five years after audit.

CONTROLS

Budget Control

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

Internal Control

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

Equipment Inventory

- ❖ Safeguard all purchases and assure that they are used solely for authorized purposes.
- ❖ Maintain an equipment record and inventory control for all fixed assets, equipment purchases or donations.
- ❖ Equipment records shall also indicate discarded or disposed of equipment or trade-ins.

Liquidation of Obligations

- ❖ Grantee 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 Region Director.
 - b. May 31st is the final deadline the Council will accept budget transfer requests.
 - 2. Sexual Assault Grant Monthly Expenditure Report
 - 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 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.)

REPORTING REQUIREMENTS (cont.)

- 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 sexual assault grant monthly expenditure 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 sexual assault grant monthly expenditure 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 sexual assault grant monthly expenditure report from a program or a requested revision of the report, the program will not receive its portion of the sexual assault grant for the quarter.

REPORTING REQUIREMENTS (cont.)

3. 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.

4. Inventory Report

- a. Programs must maintain an inventory of equipment purchased with CFW Grant funds for annual review by the Region Director.

REPORTING REQUIREMENTS (cont.)

Failure to comply with all reporting requirements will result in the withholding of grant funds. Failure to comply with reporting requirements can also lead to the termination of the grant contract and suspension of grant funds.

Monthly Expenditure Reports

- ❖ Submit a monthly report to the assigned grants administrator and assigned Region Office by the fifteenth of each month.
- ❖ Monthly report must reflect the previous month's activities (ex. The November report is submitted in December.)
- ❖ Must include the following: budget, actual expenses for the month, year to date expenditures and the remaining balance.
- ❖ Attach a completed supporting documentation form to the report.
- ❖ The Executive Director and the preparer of the report sign and submit it.
- ❖ Copies of all supporting documents must be attached to this form.

NC CFW SEXUAL ASSAULT/RAPE CRISIS CENTER GUIDELINES

NC CFW REVERSIONS

- ❖ **Grant funds are issued on a quarterly basis to grantees.** In an effort to deter multiple reversions of the state issued grant funds, NC CFW has implemented the following guideline:
- ❖ When a grantee has monetary reversions over two consecutive grant cycles of more than \$2000, or 10% of the total grant award (whichever is the higher amount) that grantee will be assessed by the NC CFW to evaluate the grantee's ability to expend any future state issued grant funds. Such assessment may result in non-issuance of any future NC CFW grant funds.
- ❖ **Sexual Assault example:** A sexual assault grantee receives a grant award in the amount of \$45,000 during the grant cycle (July 1-June 30) for each contract awarded. If grantee reverts more than \$2,000 or \$4,500 of the \$45,000 issued during FY12-13 and FY13-14, an assessment will be conducted by NC CFW.

NC CFW REVERSIONS (cont.)

- ❖ NC CFW does not benefit from any reversions and does not have the ability to re-assign or re-issue reverted funds.
- ❖ Reverted funds are applied to the State's general fund and are not accessible by NC CFW.

CLIENT SERVICE REPORTS

- ❖ Must submit the semi-annual statistical report by e-mail nccfw@doa.nc.gov and cc: assigned Region Director/Office Assistant by **January 20th and by July 20th.**
- ❖ Must ensure the age, gender and race columns equal the number of clients served.
- ❖ Grantees that serve multiple counties must submit a separate report for clients served in each county for which NC CFW funding is awarded.
- ❖ Grantees and the general public can access the completed Sexual Assault client service report on the NC CFW website; www.councilforwomen.nc.gov

NC GRANTS

Programs must use the NC Grants online system to complete and submit to the Office of the State Budget Management(OSBM) reports (www.ncgrants.gov).

A. Level 1 Reporting Requirements

1. Agency that receives less than \$25,000 in total State Issued Grant funds must complete the following:
 - a. Certification form
 - b. State Grants Compliance Reporting:<\$25,000
 - c. Both forms above due within 6 months of the organization's year end

B. Level 2 Reporting Requirements

2. Agency that receives at least \$25,000 but less than \$500,000 in total State issued Grant Funds must complete the following:
 - a. Certification form
 - b. State Grants Compliance Reporting:>= \$25,000
 - c. Program Activities & Accomplishments Report, and
 - d. Schedule of Receipts & Expenditures.
 - e. The forms are due within six months of the program's year end.

NC GRANTS (cont.)

Programs must use the NC Grants online system to complete and submit to the Office of the State Budget Management(OSBM) reports (www.ncgrants.gov).

C. Level 3 Reporting Requirements

3. Agency that receives \$500,000 or more in total state issued grant funds from the state of North
 - a. Certification Form
 - b. State Grants Compliance Reporting \geq \$500,000
 - c. Program Activities and Accomplishments Report
 - d. "Yellow Book" Audit done by CPA
 - e. Schedule of Federal and State Awards
 - f. All forms are due within nine months of the program's year end.

Note: Please reference OMB Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, Super Circular or Omni Circular Published in Federal Register on December 26, 2013. Single audit changes effective for years ending December 31, 2015.

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES

- ❖ **Office Location:** Grantee shall operate an office that is accessible to clients, located within the county for which funding is requested. The office shall be operated by staff members and volunteers and be open during regular business hours (Monday through Friday during an eight (8) hour work day). The office shall provide information and referrals, advocacy, crisis intervention, and other supportive services. A private dwelling/residence shall not be utilized for office purposes.
- ❖ **Service Requirements:** Services cannot be denied based on a client's immigration status, age, disability, gender identity or expression, race, creed, sexual and/or religious orientation
- ❖ **Accessibility Standards:** The Grantee shall follow the Fundamental Elements of Accessibility. (<http://www.fpg.unc.edu/~ncodh/fea.cfm>)

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES

Hotline Services:

- ❖ The program shall maintain a confidential crisis telephone line that operates twenty-four (24) hours per day, seven (7) days a week.
- ❖ Program staff members and volunteers that work the hotline shall receive a minimum of 20 hours of training annually on responding to the needs of sexual assault callers including, i.e. assessing danger and the need for medical services, providing crisis intervention and supportive listening, describing the program's services and providing information on reporting to law enforcement, the legal process and emergency services.
- ❖ Dual programs that operate both sexual assault and sexual violence programs are encouraged to cross train all staff and volunteers responsible for providing hotline coverage to maximize services to callers.
- ❖ During regular office hours, callers must have access to a trained staff or volunteer. After regular office hours, the program may utilize answering services but calls may not be answered by an answering machine.
- ❖ Business line voice mail systems shall provide callers with the ability to directly connect to a trained staff member or volunteer.
- ❖ 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. (Please contact NCCASA and/or NCCADV regarding available assistance)
- ❖ The program shall follow the Fundamental Elements of Accessibility in providing this service. (<http://www.fpg.unc.edu/~ncodh/fea.cfm>)

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES

Crisis Intervention & Referral Services

1. The program shall provide crisis intervention services to clients by telephone or in person.
2. The program shall refer clients to local community resources that are victim-centered, age appropriate and culturally competent.

Transportation Services

1. The program is encouraged to network with other community organizations to provide transportation.
2. The program shall provide or coordinate transportation services for clients in emergency situations and for follow-up services when needed. Follow-up services may include legal, housing, employment, medical, and government benefits.

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES

Shelter Services

1. If shelter services are needed for victims of sexual violence and if the sexual assault/rape crisis center does not have a safe home, the agency will work with a local domestic violence program to arrange for shelter. The program shall follow the Fundamental Elements of Accessibility when arranging for shelter of clients with hearing, sight or other disabilities.

Advocacy Services

1. The program shall provide advocacy to clients and when appropriate to their children. Advocates should assist the victim in assessing her safety. Court advocacy is provided to victims as requested. This includes accompanying the victim to sessions with law enforcement, attorneys and court proceedings.
2. When appropriate Parents and children should be referred to Child Advocacy Centers, Child Abuse Prevention Services, and/or to a licensed trauma therapist. As mentioned above, trained volunteers and staff members shall also accompany clients to law enforcement interviews, meetings with the district attorney, court proceedings and follow-up medical appointments.
3. NC G. S. 8-53.12. Communications with agents of rape crisis centers and domestic violence programs privileged.
4. NC G.S. 7B-301 requires any person or institution that has cause to suspect child abuse or neglect to report to the Department of Social Services Child Protective Services. It is important that sexual assault/rape crisis centers establish good working relationships with their local Department of Social Services.

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES

Supportive Services

- ❖ The program shall provide supportive services to include safety strategies, plan of action, supportive listening, identification of options for the client, assistance in obtaining protective orders, assistance in arranging for legal representation and support to the family members and friends that request assistance.
- ❖ Grantees should assist victims with obtaining Civil No-Contact orders. Stalking/Harassment Civil Protection Orders . In North Carolina Stalking is defined as following more than once or otherwise harassing without legal purpose with intent to place within reasonable fear for personal safety or safety of immediate family or close personal associates; cause to suffer substantial emotional distress by placing in fear of death, bodily injury, or continued harassment.

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES

Supportive Services (cont.)

- ❖ Sexual violence behind bars is widespread and is impacting those incarcerated in North Carolina. The U.S. Department of Justice's Prison Rape Elimination Act (PREA) national standards requires that federal and state facilities inform victims of their rights under PREA. The North Carolina Coalition Against Sexual Assault and the North Carolina Division of Correction/DPS are working in partnership to put the Prison Rape Elimination Act (PREA) into practice. It is important that grantees obtain working knowledge of correction facilities policy, procedures & facility guidelines & protocols to assist in providing advocacy inside correctional facilities and at hospitals.
- ❖ Grantees should become familiar with the recommended practices for assisting victims of Human Trafficking. Grantees should be able to identify victims of trafficking, have a protocol for assisting victims of trafficking, and be able to identify resources available to victims of trafficking.
- ❖ The program shall follow the Fundamental Elements of Accessibility in providing this service. (<http://www.fpg.unc.edu/~ncodh/fea.cfm>)

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES

Crisis Intervention and Support Groups

1. The grantee shall provide crisis intervention and support groups to clients and when appropriate to their children. Grantees shall provide support/psycho-educational groups. Please refer to The Power of Social Connection, Developing and Coordinating Sustainable Support Group Programs for Survivors of Sexual Violence, A Joint project by Orange Rape Crisis Center and NCCASA for guidance
2. In cases where clients wish to 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.
3. Visit <http://www.nccasa.org/> under Legislative Resources for the Q&A on Counseling and Advocates for additional insight on this subject. Consult Child Advocacy Centers or Child Abuse Prevention agencies to support the needs of children experiencing sexual abuse.
4. The program shall follow the Fundamental Elements of Accessibility in providing this service. (<http://www.fpg.unc.edu/~ncodh/fea.cfm>)

REQUIRED SEXUAL ASSAULT BASIC PROGRAM SERVICES, (cont.)

Medical Advocacy

Medical Advocacy

A. Hospital Accompaniment

1. The program shall offer hospital accompaniment to all callers reporting a recent sexual assault. Programs will respond to a hospital emergency rooms request to provide a sexual assault staff member or volunteer within a reasonable amount of time.
2. Whenever possible, the staff member or volunteer on call will offer a caller of the opposite sex the option of a same sex volunteer staff member for hospital accompaniment.
3. Whenever possible, the staff member volunteer on call will offer to connect a non-English speaking caller with a bilingual staff member volunteer or will call a bilingual staff member volunteer for hospital accompaniment when informed of the need by the hospital.
4. Staff member/volunteers shall inform the client of her/his right to have none, part or the entire exam completed.
5. Staff member/volunteers shall remain with the client throughout the entire examination if requested by the client
6. Staff member/volunteers shall inform the client of the support services that the sexual assault agency provides

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES (cont.)

Medical Advocacy

7. Staff member/volunteers shall inform the client of the legal advocacy services available from the sexual assault/rape crisis center.
8. If the client is a minor and accompanied by a guardian who has knowledge of the assault, information on the available services offered by the sexual assault/rape crisis center shall be given to the guardian also. Grantees must follow all laws when providing services to minors.
9. If the grantee does not have a hospital within the county it serves or if victims are usually taken to an out-of-county hospital for forensic exams, the grantee shall implement an agreement with the program serving the hospital to refer clients back to their home program for follow-up support services. Create a MOU with neighboring counties and, if possible, programs that border the state.
10. Consult with your assigned NCCFW Region Director or NC Coalition Against Sexual Assault for guidance and details on advocacy.

B. Systems Advocacy

1. If the local hospital does not currently contact the grantee for hospital accompaniment, the grantee shall contact the hospital administrator to explain the service and solicit their cooperation with implementing the service. The grantee shall create a service agreement with the local hospital.
2. The Region Director is available to assist with systems advocacy. If the hospital administration is resistant to implementing hospital accompaniment, grantees should contact their Region Director and NC Coalition Against Sexual Assault for guidance.

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES COMMUNITY EDUCATION

To be eligible to receive funds a sexual assault agency/ rape crisis center must meet the following requirements:

- ❖ Offer community education programs
 - Community education programs should be geared to address the diversity of the population served in your community.
 - Offer community education training programs to disability-related service providers, including independent living centers, longer term care facilities and faith communities, on recognizing the symptoms of abuse and the characteristics of potential batterers.
- ❖ Provide the community information on: the dynamics of sexual violence, the importance of supporting efforts to reduce it, and how to prevent sexual violence.
- ❖ In order to end violence against women, training and education must be provided to enhance service delivery to and from all agencies and practitioners in the continuum of care.

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES COMMUNITY EDUCATION (cont.)

1. The grantee shall provide information to the community on the dynamics of sexual violence and the importance of supporting efforts to reduce it. They shall also provide professional training to groups & organizations about appropriate identification and response to sexual assault.
2. The grantee shall have brochures, materials, etc. that outline available program services and other community resources for adults and children. Local child advocacy centers also provide education and special programs such as Darkness to Light Training for parents, grandparents and others to recognize, prevent and react responsibly to child abuse.
3. Materials should be translated into the languages spoken by the local population.
4. The program shall follow the Fundamental Elements of Accessibility in providing this service. (<http://www.fpg.unc.edu/~ncodh/fea.cfm>)

REQUIRED SEXUAL ASSAULT PROGRAM BASIC SERVICES COMMUNITY EDUCATION (cont.)

- ❖ Provide professional training to groups and organizations about appropriate identification and response to sexual violence as well as prevention strategies.
- ❖ Print and electronic information including brochures, posters and website content etc., that outlines available program services and other community resources shall be available.
- ❖ Materials should be translated into the languages spoken by the local population.
- ❖ Programs should also be targeted to providers of underserved populations that experience violence at a rate higher than the normal population, i.e. women of color, people with disabilities, etc.
- ❖ It shall fulfill other criteria established by the Department of Administration

SERVING VICTIMS WITH SPECIAL NEEDS

- ❖ Grantee should not discriminate against clients who choose not to receive treatment but should balance the survivor's needs with the safety issues regarding other clients and staff and continue to assist the survivor at every level possible.
- ❖ Education on substance abuse: Referrals to substance abuse service providers with experience helping sexual assault survivors. Referrals to Alcoholics Anonymous, Narcotics Anonymous or Adult Children of Alcoholics.
- Serving Victims with Disabilities: The agency shall follow the Fundamental Elements of Accessibility in providing services:
<http://fpg.unc.edu/sites/fpg.unc.edu/files/resources/curricula/NCODH-FEA-guide.pdf>

CULTURAL SENSITIVITY

The Grantee should continually research demographic information to stay informed about members of its various communities. It is important that advocates be trained about all age, racial, ethnic and cultural groups in their service area as well as more general issues such as sexual orientation, discrimination, stereotyping and exploring personal prejudices.

CONFIDENTIALITY

Victims/Survivors have the right to complete confidentiality.

- ❖ Anyone who works with a victim/survivor, enters a building /shelter /safe home where victims may be staying or receiving services should sign a confidentiality agreement.
- ❖ For safety and ethical reasons, when a client or former client is observed in the community, it is inappropriate and perhaps even dangerous to acknowledge or speak to that individual unless approached.
- ❖ By law victims/survivors also have a privilege to refuse to disclose and to prevent any person from disclosing confidential communications they have shared with a counselor, an advocate, a volunteer or anyone else working with them who has received the required 20 hours of sexual violence training.

CONFIDENTIALITY(cont.)

There are numerous General Statutes that guide covered and noncovered agencies regarding the responsibilities in addressing confidentiality. It is important that all Executive Directors, administrators, advocates, shelter staff, counselors, social workers, and other professionals are familiar with and follow all Federal and North Carolina confidentiality statutes. Listed are just a few:

North Carolina General Statue 90-21.1-GS 90-21.10

10A NCAC 26B. 0100-10A NCAC 26B.304

North Carolina General Statue , Chapter 32A-Powers of Attorney

North Carolina General Statue 122C

HIPAA PRIVACY RULE-45 CFR Parts 160, 164

Violence Against Women & Department of Justice
Reauthorization Act of 2005, 2013

STAFF TRAINING

Staff shall receive training to perform their duties.

- ❖ All direct service providers must have a minimum of 20 hours of subject specific training prior to providing any services for clients.
- ❖ Hotline staff /volunteers must receive a minimum of 20 hours of training on specific duties.
- ❖ All employees/volunteers providing direct services should receive 20 hours of training annually.
- ❖ NCCASA provides free webinars and low cost training for members as well as the Battered Women's Justice Program, NC Victim Assistance Network, Office on Violence Against Woman among many others sources.

STAFF TRAINING (cont.)

- ❖ 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.
- ❖ 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.
- ❖ 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.

SERVICES PROGRAM FEES

Program Fees for Victim Services

- ❖ Grantee shall provide all services free of charge when possible.
- ❖ If a Grantee chooses to charge fees for some services, such as counseling or transitional housing, they shall develop sliding scale fees for those able to pay.
- ❖ Services shall never be denied based on ability to pay.
- ❖ Grantee shall not charge any fees to shelter clients.
- ❖ Interpreters: 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.
- ❖ Grantee should utilize the services of the Language Line (1-877-886-3885) in order to accept and assist non-English speaking clients.

COMMUNICATION ACCESS SUPPORT

- ❖ Sign language interpreting service and spoken (foreign) language interpreting service.
- ❖ The use of sign language or spoken (foreign) language interpreters may be needed at times in order to effectively deliver services to non-English speaking clients; including individuals who are Deaf, Deaf-Blind or Hard of Hearing that communicate using sign language.
- ❖ In North Carolina, sign language interpreters are required to be licensed. (G.S. 90D)
- ❖ It is recommended the program utilize the *Sign Language Interpreter Directory*.

RESOURCE WEBSITES

Funding Administrator

- ❖ North Carolina Council for Women
www.councilforwomen.nc.gov
<http://www.councilforwomen.nc.gov/listservs.aspx>

Statewide Advocacy Organizations/Training and Technical Assistance

- ❖ North Carolina Coalition Against Sexual Violence
www.nccadv.org
- ❖ North Carolina Coalition Against Sexual Assault
www.nccasa.org
- ❖ North Carolina Victim Assistance Network
www.nc-van.org

RESOURCE WEBSITES (cont.)

State Government Resources

- ❖ Governor's Crime Commission/Department of Public Safety - www.dps.nc.gov
- ❖ 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 State Budget Management - <http://www.ncgrants.gov>
- ❖ North Carolina Division of Aging and Adult Services - <http://www.ncdhhs.gov/aging>
- ❖ North Carolina Division of Services for the Deaf and Hard of Hearing
www.ncdhhs.gov/dsdhh/directories.htm

RESOURCE WEBSITES (cont.)

❖ Federal Government Resources

Office of Management & Budget

<http://www.whitehouse.gov/omb/>

Office on Violence Against Women / US Department of Justice

<http://www.ovw.usdoj.gov/>

- ❖ Emergency Solutions Grants (ESG) may provide funding in your community to support housing solutions for individuals fleeing or attempting to flee sexual violence. <https://www.onecpd.info/esg/>

❖ National Advocacy Organizations/Training and Technical Assistance

Battered Women's Justice Program

<http://www.bwjp.org/>

- ❖ The Stalking Resource Center/National Center for Victims of Crime src@ncvc.org
- ❖ NNEDV Safety Net Project www.nnedv.org

RESOURCES FOR VICTIMS

- ❖ Are You Being Stalked (Brochure for Victims)
- ❖ Stalking Questions and Answers
- ❖ Stalking Incident Behavior Log
- ❖ Cyberstalking: Dangers on the information Superhighway
- ❖ Ten Things You Should Know About Stalking
- ❖ www.victimsofcrime.org/src
- ❖ Thanks to Elaina Roberts, JD, Program Attorney, Stalking Resource Center for putting this resource list together

RESOURCE LINKS

Funding Agency

North Carolina Council for Women (<http://www.councilforwomen.nc.gov>)

State Government Resources

Governor's Crime Commission (<http://www.ncdps.gov>)

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

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

North Carolina Office of State Budget Management
(<http://www.ncgrants.gov>)

North Carolina Child Treatment Program
(www.ncchildtreatmentprogram.org)

RESOURCE LINKS (cont.)

Federal Government Resources

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

Administration for Children and Families (www.acf.hhs.gov)

Advocacy Organizations

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

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

National Resource Center for Child Protective Services (NRCCPS)

National Child Advocacy Center (NCAC) www.nationalcac.org

National Child Traumatic Stress Network (www.nctsn.org)

North Carolina Coalition Against Human Trafficking (www.nccasa.net/nccaht)

A LIVING DOCUMENT

- The Sexual Assault/Rape Crisis Center Guidelines are intended to be a living document; changes will occur over time as information about the state grant program is updated.
- Sexual Assault grantees are encouraged to contact the assigned Region Director or Grant Administrator for ongoing technical assistance, networking, support and advice.
- Questions or recommendations for updates to the Sexual Assault Guidelines are welcomed and should be sent via email to your NC CFW Region Director. Staff contact information is available on the NC CFW website.

THANKS

- ❖ Thanks to all of the Executive Directors of Sexual Assault/Rape Crisis Centers, NC CFW staff and NCCASA for providing input.