

Service Enhancement & Expansion for Current Programs

COMPETITIVE APPLICATION

July 1, 2017 – June 30, 2019
Due March 29, 2017



Administered by the Office of Crime Victims Advocacy
Department of Commerce
P.O. Box 42525
Olympia, Washington 98504-2525
866.857.9889

This project is supported by Victims of Crime Act Grants awarded by the Office for Victims of Crime, U.S. Department of Justice. Points of view in this document are those of the author, and do not necessarily represent the official position or policies of the U.S. Department of Justice.



Office of Crime Victims Advocacy (OCVA)

Tara Wolfe, Application Coordinator
Interim Crime Victim Service Center Section Manager
tara.wolfe@commerce.wa.gov

Application Due: March 29, 2017 at 5:00 p.m.

NO LATE APPLICATIONS WILL BE ACCEPTED.

This application and all of the applicable forms are available in PDF, Word and/or Excel format on the OCVA web page at: www.ocva.wa.gov.

Send one (1) unbound original and three (3) copies of your completed application to:

Express Delivery Address:
Office of Crime Victims Advocacy
Attn: Tara Wolfe
1011 Plum St. SE
Olympia, WA 98501-1530

or

Regular US Postal Service:
Office of Crime Victims Advocacy
Attn: Tara Wolfe
P.O. Box 42525
Olympia, WA 98504-2525

Please allow normal mail delivery time to ensure timely receipt of the application.

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Attachment A:	Organization Information Form
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Attachment C:	Proposal Narrative
Attachment D:	Proposed Services Form
Attachment E:	Budget Detail Worksheets
Attachment F:	Modified Total Direct Cost (MTDC) Certification
Attachment G:	Request for Match Waiver

Appendixes

Appendix A:	Sexual Assault Specific Information Service Standards
Appendix B:	Crime Victim Service Center Specific Information Service Standards and Definitions
Appendix C:	Domestic Violence Domestic Violence Service and Contract Requirements
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Introduction

Background

The Victims of Crime Act of 1984 (VOCA) serves as a major funding source for victim services throughout the country. The primary purpose of the federal VOCA Victims Assistance grant is to support the provision of direct services to victims of crime.

The Crime Victims Fund established by the Victim of Crime Act (VOCA) is a major funding source for victim services throughout Washington. VOCA was passed by Congress and signed into law by President Reagan on October 12, 1984. This Act serves as the central source of federal support providing direct services to victims of all types of crimes. VOCA funds are allocated annually to each State by the U.S. Department of Justice, Office for Victims of Crime (OVC). The Office of Crime Victims Advocacy (OCVA) is the State Administering Agency (SAA) who then sub-grant/contracts to victim service providers throughout the state.

Purpose of Application

Applications are being requested from current OCVA-funded Crime Victim Service Centers, OCVA-funded Sexual Assault Service programs¹, and DSHS-funded Domestic Violence direct services programs, for the purpose of enhancing current programming and addressing critical needs identified in the [VOCA planning process](#), such as

1. Supporting needed direct emergency financial assistance to meet crime victim needs to the fullest extent permissible within VOCA funding requirements.
2. Encouraging development and testing of service delivery strategies that meet the needs of crime victims who may have difficulty accessing currently available services.

Responses to this funding application must be received by OCVA no later than Wednesday March 29, 2017 at 5 p.m. One (1) original and three (3) copies are requested.

This application is available online at www.ocva.wa.gov.

¹ Includes Core, Specialized, Marginalized Communities, and Native American Communities Sexual Assault Services grantees

Period of Performance

OCVA and DSHS will fund projects resulting from this application for two years, July 1, 2017 through June 30, 2019. One-year grants/contracts² are anticipated to be issued at the beginning of State Fiscal Year (SFY) 2018 for July 1, 2017 – June 30, 2018.

Contracts may be amended for up to one (1) additional year through June 30, 2019 depending on the availability of funding and satisfactory compliance with the grant/contract terms and conditions.

Grantees/contractors may be required to submit renewal applications in spring 2018 for the July 1, 2018 – June 30, 2019 grant/contract amendment.

Funding

OCVA estimates that \$3,770,098 will be available for the *Service Enhancement and Expansion Initiative* (through June 30, 2019).

Each applicant may request up to \$95,000 for the initial 12-month budget. OCVA/DSHS anticipates funding approximately 20 programs.

Service Enhancement and Expansion Initiative funding is competitive. See the [Evaluation of Applicants](#) section for more information regarding the competitive review process.

Americans with Disabilities Act (ADA)

OCVA and DSHS comply with the Americans with Disabilities Act (ADA). Applicants may contact the [Application Coordinator](#) to receive this application in Braille or on tape.

² OCVA issues grants, DSHS issues contracts

Eligibility

Eligible Applicants

Eligible applicants include current:

- OCVA-funded Crime Victim Service Centers
- OCVA-funded Sexual Assault Service programs
 - Core Sexual Assault Services grantees
 - Specialized Sexual Assault Services grantees
 - Marginalized Communities Sexual Assault Services grantees
 - Native American Communities Sexual Assault Services grantees
- DSHS-funded Domestic Violence direct services programs
 - CBDVP-Emergency Shelter
 - Services to Marginalized Populations

Eligible Services and Expenses

Each eligible entity can propose to expand and enhance within their currently funded program type³. For example:

- An organization that receives DSHS Domestic Violence Services funding only can propose expansion and enhancement of domestic violence services.
- An organization that receives both OCVA Sexual Assault Services funding and Crime Victim Service Center funding can propose expansion and enhancement of sexual assault services and/or victims of crime services.

If an organization is not currently receiving OCVA/DSHS funds for a certain program type, then they cannot apply to expand or enhance those services with this application. For example:

- An organization that receives DSHS Domestic Violence Services funding only cannot propose expansion and enhancement of sexual assault services.
- An organization that receives both OCVA Sexual Assault Services funding and Crime Victim Service Center funding cannot propose expansion and enhancement of domestic violence services.

Proposals to develop a new CBDVP – Emergency Shelter program or a new Accredited Community Sexual Assault Program (CSAP) are not eligible via this application.

³ Program type means domestic violence, sexual assault, and/or victims of crime

The services, activities, and costs eligible with this VOCA funding⁴ include:

- **Services** that respond to immediate needs of crime victims, such as
 - Crisis intervention services
 - Accompanying victims to hospitals for medical examinations
 - Hotline counseling
 - Safety planning
- **Expenses** that respond to immediate needs of crime victims, such as
 - Emergency food, shelter, clothing, and transportation
 - Window, door, or lock replacement or repair, and other repairs necessary to ensure a victim's safety
 - Short-term (up to 45 days) in-home care and supervision services for children and adults who remain in their own homes when the offender/caregiver is removed
 - Short-term (up to 45 days) nursing-home, adult foster care, or group-home placement for adults for whom no other safe, short-term residence is available
 - Costs of the following, on an emergency basis (i.e., when the State's compensation program, the victim's (or in the case of a minor child, the victim's parent's or guardian's) health insurance plan, Medicaid, or other health care funding source is not reasonably expected to be available quickly enough to meet the emergency needs of a victim (typically within 48 hours of the crime): Non-prescription and prescription medicine, prophylactic or other treatment to prevent HIV/AIDS infection or other infectious disease, durable medical equipment (such as wheel-chairs, crutches, hearing aids, eyeglasses), and other healthcare items are allowed
- **Services and Expenses** that include advocacy and emotional support, such as
 - Working with a victim to assess the impact of the crime
 - Identification of victim's needs
 - Case management
 - Management of practical problems created by the victimization
 - Identification of resources available to the victim
 - Provision of information, referrals, advocacy, and follow-up contact for continued services, as needed

⁴ § 94.119 Allowable direct service costs, available at: <https://www.federalregister.gov/d/2016-16085>

- Traditional, cultural, and/or alternative therapy/healing (e.g., art therapy, yoga)
 - Funding utilized for these types of services must be incorporated into a victim services program
 - ✓ *For example, a program could use this funding to hire a trauma-informed yoga instructor to lead sessions hosted by the agency, and these sessions are one component of a comprehensive array of victim services provided*
- **Services and Expenses** that include mental health counseling and care such as
 - Out-patient therapy/counseling
 - Substance-abuse treatment
 - Victim service programs proposing to fund these services must be focused on collaboration with treatment programs
 - Funding must support collaborative service models and approaches
 - Applicant must include a letter of support or MOU with application if it includes partnership with another entity
 - Treatment must be directly related to the victimization and provided by a person who meets professional standards to provide these services and these services should be one component of a comprehensive array of victim services provided
- **Services** that include peer-support, such as
 - Activities that provide opportunities for victims to meet other victims
 - Share experiences, and provide self-help, information, and emotional support
- **Services and Expenses** connected to the facilitation of participation in criminal justice and other public proceedings arising from the crime, such as
 - Advocacy on behalf of a victim
 - Accompanying a victim to offices and court
 - Interpreting for a non-witness victim who is deaf or hard of hearing, or with limited English proficiency
 - Notification to victims regarding key proceeding dates (e.g., trial dates, case disposition, incarceration, and parole hearings)
 - Assistance with Victim Impact Statements
 - Assistance in recovering property that was retained as evidence and
 - Assistance with restitution advocacy on behalf of crime victims
 - Transportation, meals, and lodging to allow a victim who is not a witness to participate in a proceeding

- Providing childcare and respite care to enable a victim who is a caregiver to attend activities related to the proceeding
- **Expenses** for transportation of victims to receive services and/or to participate in criminal/civil justice proceedings
 - This may include automobile expenses for a client, such as the costs to repair a vehicle when necessary for health and safety of the client
- **Expenses** for an agency automobile, such as:
 - Lease, purchase, and/or repair a vehicle that is essential to the agency's delivery of services
- **Expenses** for public awareness and education presentations, such as
 - The development of presentation materials, brochures, newspaper notices, and public service announcements in schools, community centers, and other public forums that are designed to inform crime victims of specific rights and services and provide them with (or refer them to) services and assistance
- **Expenses** for Relocation and Housing Support
 - Travel, reasonable moving expenses, rental assistance, security deposits, utilities, and other costs incidental to the relocation of housing, including costs to keep someone in their home (in emergent situations)
 - Prior to covering these expenses, applicants must submit, and have approved, a plan that includes applicable policies and procedures for providing relocation and housing support services
- **Services and Expenses** for Multidisciplinary Team (MDT)⁵ activities
- **Services and Expenses** for the coordination of system partners⁶

⁵ Coordination between groups of professionals from diverse agencies and disciplines who come together to provide comprehensive assessment and consultation in cases to facilitate the provision of direct services.

⁶ Coordination of the service system entails the development of working relationships and agreements (formal and informal) among programs and services with a role in the array of victim service provision with the goal of improving service delivery

As stated in [the Purpose of the Application](#), supporting direct emergency financial assistance (EFA) to meet crime victim needs to the fullest extent permissible within VOCA funding requirements was a consistent need identified in the VOCA planning process. Various types of EFA are outlined above (as expenses). Emergency Financial Assistance is, in general, for costs related to immediate health and safety (such as emergency food, clothing, transportation, shelter).

- ✓ *Successful applicants will be asked to submit to OCVA/DSHS a plan for providing EFA, which includes a policy and procedure on how this resource will be provided.*

Service Requirements

Due to the variability between the OCVA Sexual Assault, OCVA Victims of Crime, and DSHS Domestic Violence programs, the specific standards, definitions, and requirements will depend on the type of services proposed.

Sexual Assault Services must follow the Service Standards developed by OCVA, Victim of Crime Services must follow the Service Standards and Definitions developed by OCVA, and Domestic Violence Services must follow the requirements laid out in RCW 70.123 and applicable provisions of the Washington Administrative Code. **See the appropriate Appendices for more information regarding the Service Requirements that apply to this procurement.**

Enhanced/Expanded services and expenses that are beyond the scope of these current definitions and/or requirements set by OCVA/DSHS will be evaluated on an individual basis. Remember that proposed services and expenses must be [eligible](#), cost effective, and meet the intent of the VOCA funds, which is to support the provision of direct services to victims.

Direct services⁷ are defined as services and efforts that:

- (1) Respond to the emotional, psychological, or physical needs of crime victims;
- (2) Assist victims to stabilize their lives after victimization;
- (3) Assist victims to understand and participate in the criminal justice system; or
- (4) Restore a measure of security and safety for the victim.

⁷ As defined in the Victims of Crime Act Victim Assistance Program Final Rule <https://www.federalregister.gov/d/2016-16085>

Non-eligible Services and Expenses

The following services, activities, and costs, although not exhaustive, cannot be supported with this grant funding:

- Active investigation and prosecution of criminal activities
- Capital Expenses
- Compensation for crime victims
- Civil legal aid and assistance
 - Funding made available to the Office of Civil Legal Aid (OCLA) in September 2016
- Education and/or job training expenses⁸
- Food/beverages for trainings, meetings and conferences
- Forensic interview services
 - Funding available through the Child Advocacy Center Initiative, released in October of 2016
- Fundraising activities
- Lobbying and administrative advocacy
- Most medical costs
 - VOCA funds cannot pay for nursing home care (emergency short-term nursing home shelter as described in the VOCA Final Rule is allowable), home health-care costs, in-patient treatment costs, hospital care, and other types of emergency and non-emergency medical and/or dental treatment
- Perpetrator rehabilitation and counseling
- Prevention education activities
- Property loss that is not connected to the immediate health and safety of the client
- Research and studies, including project evaluation
- Restorative justice
- Sexual Assault Nurse Examiner (SANE) services
 - Funding available through the SANE Initiative, released in Spring of 2017
- System based victim witness assistance
 - Funding available through the ongoing Victim Witness Assistance grant program
- Vehicle purchase for clients

⁸ OCVA/DSHS has heard from the field about this specific need, and we are seeking clarification of allowability. For this funding cycle, this is an unallowable cost.

Evaluation of Applications

The *Service Enhancement and Expansion Initiative* is a competitive application process. Applications will be reviewed based on the [intent of this application](#), the requirements stated in this application, and any revisions issued.

OCVA/DSHS will designate an evaluation team or teams with expertise in the program area(s) to review, evaluate, and score proposals. In formulating a rating, reviewers will consider:

- The strength of the rationale
- The soundness of the proposed service delivery strategy
- The feasibility of the proposed services
- Whether proposed activities duplicate current services

As part of funding decisions, OCVA/DSHS will also consider geography, service area, activities that address needs of underserved populations, applicants' history of grants/contracts performance, failure to meet deadlines, spending, and compliance with requirements from previous and current grants/contracts in making award decisions.

OCVA/DSHS reserves the right to reject applications that fail to meet the requirements for this application. OCVA/DSHS will initially screen each proposal to ensure compliance with the eligibility criteria as stated in this application. If a proposal does not meet the eligibility requirements for this application, OCVA/DSHS will consider the proposal non-responsive and withdraw it from consideration.

Applications will be rated and ranked by the evaluation team based on the following:

• Rationale for Proposed Services	30 pts
• Proposed Services	50 pts
• Agency Capacity	10 pts
• Budget	10 pts
Total Points Available	100 pts

VOCA Funding Requirements

The *Service Enhancement and Expansion Initiative* grant/contracts are comprised solely of federal Victims of Crime Act (VOCA) funds. OCVA/DSHS encourages applicants to consider the following VOCA requirements when deciding to apply for funding:

VOCA Volunteer Requirement

Each grantee/contractor awarded funds through this application must utilize at least one volunteer directly supporting the enhanced/expanded activities in order to fulfill VOCA federal funding requirements. Please contact OCVA/DSHS program staff if you need assistance in identifying potential volunteer activities that may fulfill this requirement, or wish to request a waiver.

VOCA Match Requirement

VOCA regulations require grantees/contractors to contribute to the total cost (award plus match) of their VOCA-funded project by providing not less than 20% match, either cash or in-kind from non-federal sources. Tribal programs do not have a match requirement.

Match is computed as follows:

$$(\text{amount of anticipated award paid through VOCA} \div 0.80) \times 0.20$$

For example:

- anticipated VOCA award is \$100,000
- $\$100,000 \div 0.80 = \$125,000$
- $\$125,000 \times 0.20 = \$25,000$
- Match amount is \$25,000

If you need assistance calculating the required match amount for your application, contact the [Application Coordinator](#), Tara Wolfe.

If your program is unable to provide a portion of match, you must submit the Match Waiver Form, Attachment G. OCVA will request a match waiver from the Department of Justice/ Office for Victims of Crime (OVC) for those programs that are not able to provide the total match required. **However, it is unlikely that OVC will approve a waiver for the total match amount required.**

For many existing Sexual Assault Services and Domestic Violence Services grantees/contractors, you may receive sufficient Washington State Funds for victim services to cover the additional match required. However, if the portion of Washington State Funds in your current grants/contracts are not sufficient to meet the VOCA match requirement, the grantee/contractor agrees that other funds or in-kind will be required, or a waiver may be requested. Contact the [Application Coordinator](#), Tara Wolfe for more information about the amount of state funding that may be available for match.

Categories of Match

Cash or in-kind services may be used as match. In-kind match includes donations of office supplies, workshop or classroom materials, expendable equipment, or workspace that benefits the enhanced/expanded service(s).

The monetary value of time contributed by professionals, technical personnel, and other skilled labor may be used if the services they provide are an integral and necessary part of the enhanced/expanded service(s).

To be counted towards your required match, it must directly benefit the enhanced/expanded service(s) proposed in this application. Some examples are included below.

Eligible:

- Cash / In-kind donations that support the Enhanced/Expanded Service(s)
- Volunteer time
 - Valued rates of pay for volunteers must not be higher than the lowest paid advocate at the agency who performs similar work
 - Benefits may be included when you determine the value of volunteer time
 - Using volunteers requires they complete the required training(s)
- Funding for, or time spent, training volunteers including mileage, per diem, etc.
- Staff direct service and/or outreach time spent on the Enhanced/Expanded Service(s) that is supported by city, county, state, or private funding sources, except when such funding is federal pass through
- Office supplies, support group, workshop or classroom materials, expendable equipment, or workspace that directly supports the Enhanced/Expanded Service(s)
- Donated advertisements, air-time, or publicity used to promote the Enhanced/Expanded Service(s) that you would have otherwise had to purchase

Non-Eligible:

- Staff time as “volunteer” time
 - Any staff time counted as match must be paid for by city, county, state, or private funding
 - Staff cannot volunteer for the same program that employs them
- Board member’s time spent at board meetings, organization fundraisers, or other agency business
 - However, if you have a board member who, in addition to their board responsibilities, provides direct services or outreach for the Enhanced/Expanded Service(s), you may count their service time as long as they meet the training requirements
- Shared space in offices that is non-client related such as conference rooms and kitchens
- Fundraising activities
- Time/effort donated by doctors or other professionals that are not VOCA eligible

Value of Match

The value placed on loaned or donated equipment may not exceed its fair rental value.

The value placed on donated services must be consistent with the rate of compensation paid for similar work in the organization or the labor market. Fringe benefits may be included in the valuation. Volunteer time may be valued at an hourly wage determined by the local community, but basis for wage must be documented. In-kind match of volunteers cannot be valued at a rate higher than paid staff on this contract/subcontract performing similar work.

The value of donated space may not exceed the fair rental value of comparable space. All value assessments must be documented. Any value assessments that appear unreasonably high or low will be open to review by OCVA and/or DSHS.

Computer Networks

VOCA funding cannot be used to maintain or establish a computer network unless such networks block the viewing, downloading, and exchanging of pornography. In order to be in compliance with this special condition, grantees/contractors will have two options:

1. Maintain or establish a network that blocks the viewing, downloading, and exchanging of pornography.
2. Do not use *Service Enhancement and Expansion Initiative* grant/contract funds to maintain or establish a computer network.

Position Descriptions for VOCA-Funded Staff and Volunteer(s)

Successful grantees/contractors are required to provide position descriptions for staff being paid with VOCA funds and position descriptions for volunteers whose time is being used as match or to meet the volunteer requirement. This documentation is needed for each grant/contract that includes VOCA funds. Successful bidders will be required to submit staff and volunteer position descriptions with the grant for funding. If more than one grant/contract-funded staff has the same job position, only one position description is needed.

VOCA Final Rule

The complete Rule is available online at:

<https://www.federalregister.gov/documents/2016/07/08/2016-16085/victims-of-crime-act-victim-assistance-program>

Data Collection and Reporting Requirements

Grantees/contractors must submit quarterly data reports to their grant/contract manager. Data reports will include non-identifying demographic information, type of service, and service hours.

When available, data will be collected through InfoNet. However, information that is not able to be collected through InfoNet will require an additional data collection and reporting method, to be determined.

OCVA/DSHS program staff conduct periodic checks for compliance with these requirements during the grant/contract period of performance. Noncompliance may result in suspension of payments to the grantee/contractor under this grant/contract.

Budget Line Items and Guidance

The budget is divided into five line items. Below are definitions for the different line items on the Budget Detail Worksheets (Attachment E). Under each section, provide a breakdown within the line item that specifies the individual cost per item.

For example, within "Salaries" list the names of staff members assigned to this project, their position title, the percentage of their salary that this grant/contract will fund, and the total amount you are requesting for their salary. Within "Subcontracted Services and Consultant Fees" list all subcontractors that will receive funding and the total amount you are requesting for each subcontractor.

Applicants are required to allocate the expenses across all relevant programs.

Expenses specific to serving victims of domestic violence must be represented under the Domestic Violence section of the worksheets, Sexual Assault Service expenses should be under the Sexual Assault section, and Victim of Crime Service expenses should be under the Victims of Crime section.

Salaries

The cost of paying staff salaries to:

- provide direct services to clients,
- supervise employees who are providing direct services, and
- provide programmatic support services, such as a bookkeeper or receptionist (this can also go into [Indirect or Administrative](#), see the section below)

List each position to be paid with these grant/contract funds by name of employee and title, if available. Show the annual salary rate and full-time equivalent (FTE) of position to be funded with this grant/contract.

Calculating FTE

FTE Calculation is based on 40 hours/week x 52 weeks/year (40 x 52 = 2080 hours).

- **1.0 FTE** calculation:
 - 40 hrs./week x 52 weeks = 2080 hours
 - $2080 \div 2080 = 1.0 \text{ FTE}$
- **0.50 FTE** calculation:
 - 20 hrs./week x 52 weeks = 1040 hours
 - $1040 \div 2080 = 0.50 \text{ FTE}$
- **0.25 FTE** calculation:
 - 10 hrs./week x 52 weeks = 520 hours
 - $520 \div 2080 = 0.25 \text{ FTE}$

If your agency's full-time work week equals 35 hours instead of 40, the FTE for a person working full time equals 0.87 FTE, not 1.0 FTE.

FTE Example with 35-hour work week

An **advocate** works 35 hours a week, and spends **25%** of their time providing an enhanced/expanded service, which is funded through the *Service Enhancement and Expansion Initiative*. The advocate makes **\$40,000 annually**.

$35 \text{ hrs./week} \times 0.25 = 8.75 \text{ hrs./week}$ funded through *Service Enhancement and Expansion Initiative*

$8.75 \text{ hrs./week} \times 52 \text{ weeks/year} = 455 \text{ hrs./year}$ funded through *Service Enhancement and Expansion Initiative*

$455 \text{ hrs./year} \div 2080 \text{ hrs./year} = 0.22 \text{ FTE}$

$\$40,000 \times 0.25 = \$10,000 \text{ Salaries Cost}$

On Budget Detail Worksheet:

Name/Position	Annual Salary	Annual Computation based on FTE	Cost for Service Enhancement & Expansion
Jane Smith, Advocate	\$40,000	25% (0.22FTE)	\$10,000

Benefits

The cost of paying payroll taxes, insurance, and other fringe benefits of staff listed in the Salaries line.

Costs must only be for the personnel named in the Salary line. Benefits should be based on actual known costs or an established formula. Benefits calculations should be consistent on all OCVA/DSHS grant/contracts and should be allocated appropriately across programs and grant/contracts.

Subcontracted Services and Consultant Fees

The cost to pay individuals and/or agencies to provide subcontracted services. Per federal guidelines, contracted services are to be paid at a rate no more than \$81.25 per hour or \$650 per day. If this is a barrier, please let the [Application Coordinator](#) know.

Include a detailed description of the services that will be performed by subcontractors, such as therapists, trainers, and speakers. Indicate why you propose to subcontract for the service.

Goods and Services

The cost of providing services and activities. Examples of Goods and Services include supplies, utilities, rent, professional liability insurance, travel, and telephone. Emergency financial assistance for costs related to immediate health and safety is also allowable (such as emergency food, clothing, transportation, and shelter).

“Direct” Goods and Services costs are those that are specific to the *Service Enhancement and Expansion Initiative* grant/contract.

Travel

If staff travels to provide enhanced/expanded services or activities as part of this grant/contract, the total cost of travel can be budgeted to this grant/contract.

Travel expenses incurred or paid by the grantee/contractor shall be reimbursed at a rate not to exceed the current state rate and in accordance with the State of Washington Office of Financial Management Travel Regulations. Current rates for travel may be accessed at

<http://www.ofm.wa.gov/resources/travel/colormap1016.pdf>

“Shared” Goods and Services costs are those that benefit more than one program. There are many ways to allocate shared costs. One way is by using the percentage of FTEs (Full-Time Equivalencies) method.

Shared Cost ~ Goods and Services Example

One way to calculate shared Goods and Services costs is to use the percentage of staff FTEs.

The organization has two staff people, Mary and Anita, who are full time employees (1.0 FTE each) who will both spend 50% of their time providing enhanced/expanded services under the *Service Enhancement and Expansion Initiative* grant/contract.

$$2.0 \text{ FTE (2 staff at 1.0 FTE)} \times 0.50 \text{ FTE} = 1.0 \text{ FTE}$$

The agency has three other employees (who do not provide services under the *Service Enhancement and Expansion Initiative* grant/contract). Their combined FTE equals 3.0.

$$\text{Mary and Anita Enhancement \& Expansion FTE} = 1.0 \text{ FTE}$$

$$\text{Agency Total FTE} = 5.0 \text{ FTE}$$

The total agency FTE is 5.0 because you have 5 staff members that are each 1.0 FTE.

Expenses that are “shared,” such as rent and utilities, would be split based on the percentage of FTE for the *Service Enhancement and Expansion Initiative* compared to the agency total FTE.

$$1.0 \text{ FTE (for Mary and Anita)} / 5.0 \text{ FTE (total agency FTE)} = 0.20 \text{ or } 20\%$$

Therefore, if the rent is \$650 a month, multiply it by twelve (12) months (which is the length of the fiscal year) and then multiply it by 20%.

$$\begin{aligned} \$650 \text{ a month} \times 12 \text{ months} \times 0.20 \text{ (percentage of FTE)} &= \$1,560 \text{ cost to} \\ &\text{Service Enhancement and Expansion Initiative} \end{aligned}$$

Calculate the telephone, utilities, and other “shared” costs the same way.

Options for Recovering Administrative OR Indirect Costs

Grantees may elect for only one of three methods listed here. The method for recovering these costs should be consistent across the other OCVA/DSHS grants/contracts with the organization.

Administrative: Direct Charging Method

Grantees may directly charge up to 15% of their grant/contract total for certain administrative costs. This could include both administrative costs and/or facilities costs to run your overall organization. These costs must be directly connected and supportive to the grant/contract program, include a cost allocation rationale, and be approved by OCVA/DSHS. Examples of this type of cost include: a portion of the salaries and benefits for the administrative functions of an executive director, accountant, or a computer specialist, and the associated costs for these functions such as supplies, general building and office equipment and maintenance.

This does not have to include the costs for program specific functions that you directly allocate to the Salaries, Benefits, and/or Goods and Services. For example, the rent and utilities for the space where therapy is conducted can be allocated and billed to Goods and Services. Or, if a portion of a manager's time is spent providing or supervising direct advocacy services, that portion of time can still be allocated and billed to Salaries and Benefits.

Please Note: If a cost is allocated to a grant/contract as a direct cost, it cannot also be recovered as an indirect cost (the method chosen needs to be consistent).

Indirect: Indirect Charging Method

If an organization prefers to use an indirect charging method, there are two options available.

1) Federally Negotiated Indirect Cost Rate (NICR)

If an organization has a NICR, and they wish to recover indirect costs, this is the rate that must be used (cannot use the 10% MTDC method).

Applicants must attach a copy of the approval from the cognizant federal agency of the federal Negotiated Indirect Cost Rate with their application.

2) 10% of the Modified Total Direct Costs (MTDC)

Applicants must obtain certification of the calculation by a CPA (if a nonprofit or a Tribe), or county auditor/treasurer (if a government entity). Documentation must be submitted to and approved by OCVA, see the certification form, Attachment F.

Modified Total Direct Cost⁹ is defined as: *All direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel and sub-awards and subcontracts up to the first \$25,000 of each sub-award or subcontract (regardless of the period of performance of the sub-awards and subcontracts under the award). MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each sub-award and subcontract in excess of \$25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs, and with the approval of the cognizant agency for indirect costs.*

⁹ Federal Management and Budget Office (OMB) Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, December 26, 2014 <https://federalregister.gov/a/2013-30465>

Budget Notes:

- Equipment items over \$5,000 need written approval by OCVA/DSHS.
- All requested expenses must be necessary and reasonable as defined in 2 CFR 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements* for Federal Awards¹⁰.
- Grantees/contractors that propose to provide Therapy Services with these funds must bill Crime Victims Compensation and/or private insurance resources first when available and applicable¹¹. The grant/contract may be billed for un-reimbursed therapy costs that are not billable to private insurance or Crime Victims Compensation. Examples include:
 - Insurance company denies coverage for therapy services because the request does not align with the plan's criteria.
 - Costs associated with accessing treatment are not covered such as travel and co-pays. It is not safe for the survivor to utilize their partner's or parent's insurance coverage.
 - The therapist(s) trained in victim services does not accept the survivor's insurance plan.
- A pro-rated share of reasonable audit costs may be charged so long as the audit cost is identified in the budget that submitted to OCVA/DSHS.
 - Agencies who need a Single Audit (\$750,000 expended in federal funds) can budget for audit costs to Goods and Services or Admin or Indirect.
 - Agencies who do not need a Single Audit can budget for audit costs in [Admin or Indirect only](#).
 - If grantee/contractor is directly charging this as an Administrative expense, they must include a rationale for how it is directly supporting this grant program and an explanation of the allocation of the cost.

¹⁰ http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl

¹¹ The intent is NOT to require victims/survivors to report to law enforcement, but if they have reported and CVC is available, that resource should be utilized first.

Budget Justification

You must include descriptions of costs for each line item in your budget. You can provide this information on the budget detail worksheets or you may attach additional pages.

For example:

Goods and Services – Rent - \$5,000

Cost of rent for providing the enhanced/expanded services based on the agency's cost allocation plan, which utilizes the FTE allocation method.

Goods and Services – Printing - \$1,000

Cost to print new Therapy Services outreach brochures.

Goods and Services – Training - \$1,400

Cost to send staff members working under this grant/contract to approximately two in-state trainings annually. This includes registration, travel, lodging and meals.

Please see Attachment E for Budget Detail Worksheets.

Revisions to the Application

In the event it becomes necessary to revise any part of this application, an amendment will be provided via e-mail to all who were sent the application.

OCVA/DSHS also reserves the right to cancel or to reissue the application in whole or in part, prior to execution of a grant/contract.

No Obligation to Grant/Contract

This Application does not obligate the state of Washington, the Department of Commerce (Commerce), or the Department of Social and Health Services (DSHS) to grant/contract for services specified herein. Applications submitted become the property of Commerce and DSHS, and cannot be returned. Commerce and/or DSHS are not liable for any costs incurred by the grantee/contractor in developing the application.

Debriefing of Unsuccessful Applicants

Applicants who have submitted timely proposals, and who have not been disqualified or designated as non-responsive during the application process, may request a debriefing conference. The request for a debriefing conference must be received by the [Application Coordinator](#) within three (3) business days after the Unsuccessful Bidder Notification is e-mailed or faxed to the applicant, no later than 5:00 pm PST on the third day.

The debriefing must be held within three (3) business days of the request. Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of the applicant's proposal
- Critique of the proposal based on the evaluation
- Review of proposer's final score in comparison with other final scores without identifying the other applicants

Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour.

Protest Procedure

In order to submit a protest under this application, an applicant must have submitted a proposal and have requested and participated in a debriefing conference (see above). This protest process is the sole administrative remedy available within OCVA/DSHS. The following is the process for filing a protest:

- 1) Debriefing Conference: see above
- 2) Grounds for Protest: A protest may be made based on these grounds only:
 - a) Mathematical errors were made by OCVA/DSHS in computing the score
 - b) OCVA/DSHS failed to follow the procedures established in this application document, or to following applicable State or federal laws or regulations
 - c) Bias, discrimination, or conflict of interest on the part of an evaluator
- 3) Protest Form and Content: A protest must state all of the facts and arguments upon which the protest is based, and the grounds for the protest. It must be in writing and signed by a person authorized to bind the applicant in a contractual relationship. The protest must include:
 - a) The name of the application, the applicant, mailing address, phone number, fax, email, and name of the individual responsible for submission of the protest
 - b) A detailed and complete statement of the specific action(s) by OCVA/DSHS under protest
 - c) The grounds of the protest (see number 2 above)
 - d) Description of the relief or correction action requested
 - e) Any additional documentation the applicant may have to support their request
- 4) Submitting a Protest: Protests must be received by the [Application Coordinator](#) no later than 5:00 PM PST on the third business day following the Debriefing Conference (see number 1 above).
 - a) Protests may be submitted by e-mail or facsimile, but must be followed by the document with an original signature
 - b) Applicants protesting shall follow the procedures described herein
 - c) Protests that do not follow these procedures shall not be considered
 - d) Protests not based on procedural matters will not be considered, protests will be rejected as without merit if they address issues such as:
 - i) an evaluator's professional judgment on the quality of a proposal, or
 - ii) OCVA/DSHS' assessment of its own and/or other agencies needs or requirements

- 5) Upon receipt of a protest, a protest review will be held by OCVA. OCVA's Managing Director or an employee delegated by the Director who was not involved in the procurement will consider the record and all available facts and issue a decision within five (5) business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.
 - a) In the event a protest may affect the interest of another Applicant that also submitted a proposal, such Applicant will be given an opportunity to submit its views and any relevant information on the protest to the [Application Coordinator](#).
- 6) The final determination of the protest shall:
 - a) Find the protest lacking in merit and uphold OCVA/DSHS' action; or
 - b) Find only technical or harmless errors in OCVA/DSHS' acquisition process and determine OCVA/DSHS to be in substantial compliance and reject the protest; or
 - c) Find merit in the protest and provide OCVA/DSHS options which may include:
 - i) Correct the errors and re-evaluate all proposals, and/or
 - ii) Reissue the RFP document and begin a new process, or
 - iii) Make other findings and determine other courses of action as appropriate

Application Questions

The Application Coordinator for this procurement is Tara Wolfe, Interim Crime Victim Service Center Section Manager. Tara can be reached via email at tara.wolfe@commerce.wa.gov.

Questions and answers will be posted on the [OCVA website](#), posted no later than March 6, 2017. The last update to the Q/A document will be on March 27, 2017.

Technical assistance for how to plan for service expansion and enhancement is available from [WSCADV](#) and [WCSAP](#), who will be hosting a webinar on March 1, 2017.

Submission of Proposals and Due Date

One clearly marked original proposal and three unbound copies, whether mailed or hand delivered, must be received to OCVA **no later than 5:00 pm local time in Olympia, Washington on March 29, 2017**. The proposal and copies are to be sent to the Application Coordinator, Tara Wolfe, at the address shown below. The envelope should be clearly marked to the attention of Tara Wolfe.

Please allow normal mail delivery time to ensure timely receipt of applications. No late applications will be accepted. Applicant assumes the risk for the method of delivery and for any delay in mailing or delivery of the proposal. OCVA/DSHS will disqualify any proposal and withdraw it from consideration if it is received after the due date and time.

Express Delivery Address:

Office of Crime Victims Advocacy
Department of Commerce
Attn: Tara Wolfe
1011 Plum St. SE
Olympia, WA 98501-1530

Regular US Postal Service:

Office of Crime Victims Advocacy
Department of Commerce
Attn: Tara Wolfe
P.O. Box 42525
Olympia, WA 98504-2525

No electronic (fax or e-mailed) applications will be accepted.

All of the completed application materials must be received at the above address by **March 29, 2017** no later than **5:00 pm**.

Application Summary

There is one application for organizations to complete, regardless of whether they receive or are requesting funding for services from the OCVA Victims of Crime program, OCVA Sexual Assault Services program, or DSHS Domestic Violence Services program.

It is important to remember that while this is a collaborative application between the three program areas, successful proposals will result in grants/contracts executed by the respective program(s) based on the type of program. For example, if you are applying to provide therapy services to victims of domestic violence, victims of sexual assault, and victims of crime, this one (1) application will result in three (3) executed grants/contracts – one with each program. For this reason, **it is crucial to provide the breakdown for each program type, as directed.**

Review the application summary and checklist carefully to ensure all required forms are completed. Following is an explanation of the required forms and/or materials applicants must submit.

Applicant Information Form – Attachment A

Complete the Applicant Information Form. All information is required.

Subcontractor Information – Attachment B

If this is a proposal with one lead agency and one or more subcontractors, complete the Subcontractor Information Form for each subcontractor.

Proposal Narrative – Attachment C

Submit a narrative description that details the proposed services for the entire grant period July 1, 2017 thru June 30, 2019; this should include a description of the type of program/activity, the services, and the agency capacity for the proposed scope of work.

Proposed Services Form – Attachment D

Complete the proposed services form, reflecting the services you will provide in year one of the grant/contract period July 1, 2017 thru June 30, 2018. This should include the staff name, program type, service area, and estimated number of individuals that will be served and/or number of activities provided.

A sample of a proposed services form is included; please use this sample as a template for how to complete this form.

Budget Detail Worksheets – Attachment E

Applicants should submit a budget for the initial one-year grant/contract.

Applicants are required to split up the expenses across all relevant programs.

Expenses specific to serving victims of domestic violence must be represented under the Domestic Violence section of the worksheets, sexual assault service expenses should be under the Sexual Assault section, and victim of crime service expenses should be under the Victim of Crime section.

Under [Budget Line Items and Guidance](#), you will find budget terms and definitions. Please complete the blank Budget Detail Worksheets.

Budget Justification

Please provide a budget justification for expenses listed within each line item of your proposed budget.

MTDC Certification Form – Attachment F

This form is only required if your organization opts to use the indirect charging method of 10% of the Modified Total Direct Costs (MTDC).

Request for Match Waiver – Attachment G

This information is only applicable if your organization would like to request a waiver of the VOCA requirement for the 20% match (There is no match requirement for Tribes). Match waiver requests are reviewed and approved by the federal Office for Victims of Crime; keep in mind that the Office for Victims of Crime is unlikely to approve match waivers for the full amount of match.

Do not provide additional materials that are not requested, such as brochures or samples of materials. These items will be discarded and not reviewed or scored.

Application Checklist

Please use this checklist to make sure you have completed the required materials to send to OCVA.

All applicable Attachments:

- | | |
|----------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Attachment A: | Applicant Information Form |
| <input type="checkbox"/> Attachment B: | Subcontractor Information Form (if applicable) |
| <input type="checkbox"/> Attachment C: | Proposal Narrative |
| <input type="checkbox"/> Attachment D: | Proposed Services Form |
| <input type="checkbox"/> Attachment E: | Budget Detail Worksheets |
| <input type="checkbox"/> Attachment F: | MTDC Certification Form (if applicable) |
| <input type="checkbox"/> Attachment G: | Request for Match Waiver (if applicable) |

Additional application documents:

- ☐ One (1) clearly marked original and three (3) unbound copies of the application

If you are unsure whether you need to include any of the forms listed above, please contact the [Application Coordinator](#), Tara Wolfe.

Applicant Information Form

Complete All Required Fields

Agency/Organization/Tribe/Tribal Organization Name:		Accounting Period: (Ex: Jan – Dec; Jul – Jun)	
Address:		Did your agency expend \$750,000 in federal funds during your past fiscal year? <input type="checkbox"/> YES <input type="checkbox"/> NO	
City:	State:	ZIP:	
Applicant is: <input type="checkbox"/> Local Government <input type="checkbox"/> Federally Recognized Tribe <input type="checkbox"/> Non-profit Organization <input type="checkbox"/> Tribal Organization			
Mailing address (if different than above):			
City:	State:	ZIP:	
Phone:	Fax:	E-mail:	
Primary Contact Name/Title:	Program Contact Name/Title: <i>if different than primary</i>	Fiscal Contact Name/Title:	
Primary Contact's Phone:	Program Contact's Phone:	Fiscal Contact's Phone:	
Primary Contact's E-mail:	Program Contact's E-mail:	Fiscal Contact's E-mail:	
Federal employer identification number:		Washington State tax registration number (UBI# if applicable):	
Program Type(s) Applying For: <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Sexual Assault <input type="checkbox"/> Victims of Crime			
For Agencies, Organizations, and Tribal Organizations Only Does the location where services are primarily provided comply with ADA requirements for accessibility? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, how will you accommodate people with disabilities that request services?			
For Providers of Medical Social Work Only CVC Number:			

Subcontractor Information Form

Complete All Required Fields
One (1) Per Subcontractor

Subcontractor Name:		
Address:		
City:	State:	ZIP:
Mailing address <i>(if different than above)</i> :		
City:	State:	ZIP:
Organization Phone:	Organization Fax:	
Primary Contact Person - and Job Title:		
Primary Contact's Phone:	Primary Contact's E-mail:	
Program Type(s): <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Sexual Assault <input type="checkbox"/> Victims of Crime		
Does the location where the subcontractor will provide services comply with ADA requirements for accessibility? <input type="checkbox"/> Yes <input type="checkbox"/> No If No, how will you accommodate people with disabilities that request services <i>(attach an additional sheet if needed)</i> :		
Did this subcontractor expend \$750,000 in federal funds during the past fiscal year? <input type="checkbox"/> YES <input type="checkbox"/> NO		

Proposal Narrative

Submit a narrative description of the proposed services for the grant period of July 1, 2017 through June 30, 2019.

Format narrative responses as follows:

- Use no less than 1.5 spacing and 1" margins
- Use font size of 12 or larger
- Number each page of the narrative
- Not to exceed 10 pages in length

The narrative must include information about the proposed scope of work that includes the following information:

1. Type of Program/Activity to be Funded

Identify which program or programs for which you are submitting a proposal.

- Domestic Violence
- Sexual Assault
- Victims of Crime

If you are proposing to fund activities for more than one program within your agency (e.g., sexual assault and victims of crime), please clearly differentiate the programs and proposed activities within your narrative.

2. Proposed Service Description

This section includes two parts:

- a. Rationale for Proposed Service: Here you should clearly and comprehensively describe how you determined there is a compelling need for the proposed scope of work. For example, your response should consider, but not be limited to:
 - What methodology did you use to identify and quantify the service need?
 - What is the problem or issue you are trying to address?
 - How will the service directly and positively impact victims being served?
 - How will the service enhance and/or expand the current services available in your community, and how do you know?

b. Proposed Service: Here you should clearly and comprehensively describe the service or services you propose to provide. There should be a link between the need you described in 2.a. and the proposed service and activities. For example, your response should consider, but not be limited to:

- What are the specific tasks and activities you will engage in to implement the proposed service? How you will address any anticipated barriers?
- A timeline reflecting start-up activities/tasks through implementation.
- How you will know whether your efforts achieve the intended goals?
- What do you see as the overall benefit(s) that will be achieved from this service enhancement and/or expansion?

3. **Agency Capacity**

Your application should demonstrate that your agency is ready and equipped to implement the proposed service or services. For example, your response should consider, but not be limited to:

- Does your agency have the existing capacity to successfully implement the proposed service? How do you know that? If not, what is your plan to develop that capacity?
- Who will be involved in implementing and providing the proposed service and what is their expertise to do so? If you would be hiring for a new position or positions, what qualifications would you be looking for?
- Does the proposal include partnerships with other service providers to implement and/or support the proposed service? If so, address the capacity of the partner agency, the activities the partner(s) will engage in, and include a Letter of Intent from the other service providers that demonstrates their intent to participate in the proposed services and activities.
 - *The Letter of Intent does not need to be included in the total page count.*

Proposed Services Form

This form outlines what you plan to accomplish with the *Service Enhancement and Expansion Initiative*, and should align with the Proposed Services Narrative completed in Attachment C.

Please refer to the *Service Enhancement and Expansion Initiative* Application Narrative for detailed information about the kinds of service activities and expenses that are eligible.

A sample form is included for reference. The blank form can be found on the last page. Please do your best to describe the service. It does not need to be attached to a specific service standard or definition at this time. OCVA/DSHS will work with successful applicants to determine which service standard and/or definitions best apply to the proposal.

Column 1 – Staff Name and Position

List the name and job title of the person providing the service, if applicable

Column 2 – Program Type

Check which program type(s) the service falls under, Domestic Violence, Sexual Assault, and/or Victim of Crime. **Please note: program type reflects where the service is budgeted for. For example, a holistic service that falls under both DV and SA, should have a line item in each budget for the expenses related to that service.**

Column 3 – Service

Identify the proposed service. If enhancing/expanding an existing service, use the same language as used in the funding application that supports the existing service.

Column 4 – Geographic Area to Be Served

Describe where you will be providing the service (geographic area). If services will be provided in more than one county and/or geographic area, please indicate this (each area should be a separate line).

Column 5 – Description of Service and Population Served

Provide a brief description of the activity and include the specific community to receive the service.

Column 6 – Approximate Number of People to Receive Service

Provide an approximate number of how many people will receive the service.

SAMPLE Year One Proposed Services Form

Staff Name and Position	Program Type	Service	Geographic Area to be Served	Description of Service & Population to be Served	Approx. # of People to Receive Service
N/A	<input checked="" type="checkbox"/> DV <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> VOC	Relocation and Housing Support	Fake County	Provide victims with rental and utilities assistance	6
TBD, Yoga Instructor	<input checked="" type="checkbox"/> DV <input checked="" type="checkbox"/> SA <input type="checkbox"/> VOC	Holistic Services	Fake County	Provide trauma-informed yoga to female survivors of DV and SA	25
Nicole Smith, Therapist	<input checked="" type="checkbox"/> DV <input type="checkbox"/> SA <input type="checkbox"/> VOC	Therapy	Fake County	Provide Individual Therapy to female victims of domestic violence	15
Ron Foster Therapist	<input type="checkbox"/> DV <input checked="" type="checkbox"/> SA <input type="checkbox"/> VOC	Family Therapy	Fake County	Provide Family Therapy for families of male victims of sexual abuse	6
Nicole Smith Ron Foster Therapists	<input type="checkbox"/> DV <input type="checkbox"/> SA <input checked="" type="checkbox"/> VOC	Group Therapy	Fake County	Provide two 8-week Therapy Groups for male adolescent survivors of hate crimes	6
Jill Lyon Nurse Practitioner	<input type="checkbox"/> DV <input checked="" type="checkbox"/> SA <input type="checkbox"/> VOC	Medical Social Work	Fake County	Provide Medical Social Work for child and vulnerable adult victims of sexual abuse and assault	75
Hope Springs, Advocate	<input checked="" type="checkbox"/> DV <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> VOC	Outreach	Fake County	Provide outreach to inform the Hispanic/Latino community about victim services and available services	75
Hope Springs, Advocate	<input checked="" type="checkbox"/> DV <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> VOC	Advocacy	Fake County	Provide assistance and support to victims in the Hispanic/Latino community	30

Proposed Services Form - Year One

Staff Name and Position	Program Type	Type of Service	Geographic Area to be Served	Description of Service & Population to be Served	Approx. # of People to Receive Service
	<input type="checkbox"/> DV <input type="checkbox"/> SA <input type="checkbox"/> VOC				
	<input type="checkbox"/> DV <input type="checkbox"/> SA <input type="checkbox"/> VOC				
	<input type="checkbox"/> DV <input type="checkbox"/> SA <input type="checkbox"/> VOC				
	<input type="checkbox"/> DV <input type="checkbox"/> SA <input type="checkbox"/> VOC				
	<input type="checkbox"/> DV <input type="checkbox"/> SA <input type="checkbox"/> VOC				
	<input type="checkbox"/> DV <input type="checkbox"/> SA <input type="checkbox"/> VOC				

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name:

Salaries - List each position to be paid with these grant funds by name of employee, if available, and title. Show the annual salary rate and the percentage of time to be devoted to each Service Enhancement and Expansion program. Salaries may include individuals providing direct services, supervision, or support staff. **Salaries must be split up by Program Type (see sections below). For example, if a therapist will be working with victims of domestic violence, sexual assault, and general crime, they would be listed 3 times, once under each program type, with the amount of time anticipated to be spent working with each program type (see examples below).**

FTEs must be calculated using 40 hours per week. See the section *Budget Line Items and Guidance* for more details.

Name/Position	Annual Salary or Hourly Salary	Annual Computation based on FTE	Cost for Service Enhancement & Expansion
Domestic Violence			
(sample)	(sample)	(sample)	(sample)
Jane Doe, Therapist	\$50,000	50,000 x 50% (.50 FTE)	\$ 25,000
	Total FTE DV:	Total Salaries DV:	\$ -
Sexual Assault			
(sample)	(sample)	(sample)	(sample)
Jane Doe, Therapist	\$50,000	50,000 x 30% (.30 FTE)	\$ 15,000
	Total FTE SA:	Total Salaries SA:	\$ -
Victims of Crime			
(sample)	(sample)	(sample)	(sample)
Jane Doe, Therapist	\$50,000	50,000 x 20% (.20 FTE)	\$ 10,000
	Total FTE VOC:	Total Salaries VOC:	\$ -
TOTAL SALARIES			\$ -

List activities associated with all positions above:

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name: _____

Benefits - Must be for the personnel named in Salaries. Benefits should be based on actual known costs or an established formula. Benefits should only be for the percentage of time devoted to these services. Only the allowable portion of costs such as employer payroll taxes, insurance, and other fringe benefits for personnel listed on Salaries worksheet may be included in this category. **Salaries must be split up by Program Type (see sections below), which should match that on the Salaries page.**

Benefit Description for Name/Position	Annual Cost	Annual Computation based on FTE	Cost for Service Enhancement & Expansion
Domestic Violence			
(sample)	(sample)	(sample)	(sample)
Jane Doe, Therapist	\$12,500	12,500 x 50% (.50 FTE)	\$6,250
Total Benefits DV:			\$ -
Sexual Assault			
(sample)	(sample)	(sample)	(sample)
Jane Doe, Therapist	\$12,500	12,500 x 30% (.30 FTE)	\$3,750
Total Benefits SA:			\$ -
Victims of Crime			
(sample)	(sample)	(sample)	(sample)
Jane Doe, Therapist	\$12,500	12,500 x 20% (.20 FTE)	\$2,500
Total Benefits VOC:			\$ -
TOTAL BENEFITS			\$ -

List details associated with all benefits listed above, including type of benefits provided:

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name: _____

Subcontracted Services and Consultant Fees - List subcontractors needed to provide services. Per federal guidelines, contracted services are to be paid at a rate no more than \$81.25 per hour or \$650 per day. **Subcontracted Services must be split up by Program Type (see sections below).**

Subcontracted Service/Consultant	Computation	Cost for Service Enhancement & Expansion
Domestic Violence		
(sample)	(sample)	(sample)
Jenny Doe, Therapist	60 one hour therapy sessions @ \$65/hour	\$ 3,900
Total Subcontracted Services DV:		\$ -
Sexual Assault		
(sample)	(sample)	(sample)
Jenny Doe, Therapist	36 one hour therapy sessions @ \$65/hour	\$ 2,340
Total Subcontracted Services SA:		\$ -
Victims of Crime		
(sample)	(sample)	(sample)
Jenny Doe, Therapist	24 one hour therapy sessions @ \$65/hour	\$ 1,560
Total Subcontracted Services VOC:		\$ -
TOTAL SUBCONTRACTED SERVICES		\$ -

Provide a description of the services that will be performed by subcontractors, such as therapists, trainers, and speakers.

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name:

Goods and Services - Goods and services must be related to the provision of the Service Enhancement and Expansion under this grant. Only those costs, such as supplies, utilities, rent, professional liability insurance, travel, and telephone that are incurred providing services under this grant can be included here. Attach an additional page, if needed, to provide complete information. **Goods and Services must be split up by program type. In the space provided, describe how shared costs are allocated. See the section Budget Line Items and Guidance for more information about allocating shared costs.**

Item Description	Computation	Cost for Service Enhancement & Expansion
Domestic Violence		
(sample)	(sample)	(sample)
Utilities	\$100/month x 12 months x 0.07 FTE	\$ 84.00
Total Goods & Services DV:		\$ -
Sexual Assault		
(sample)	(sample)	(sample)
Utilities	\$100/month x 12 months x 0.04 FTE	\$ 48.00
Total Goods & Services SA:		\$ -
Victims of Crime		
(sample)	(sample)	(sample)
Utilities	\$100/month x 12 months x 0.03 FTE	\$ 36.00
Total Goods & Services VOC:		\$ -
TOTAL GOODS AND SERVICES		\$ -

Describe the method used to allocate any shared costs.

SAMPLE: FTE Cost Allocation Method. 1 FTE dedicated to service expansion / 7 FTE in entire agency = 0.14 (14% of agency dedicated to Service Enhancement & Expansion). Of that, 50% is DV ($0.14 \times 0.5 = 7\%$ of entire shared costs), 30% is SA ($0.14 \times 0.3 = 4\%$ of entire shared cost), and 20% is VOC ($0.14 \times 0.2 = 3\%$ of entire shared cost).

Describe the Goods and Services costs and list activities associated with these items. Attach separate pages as needed.

All associated travel costs shall be billed in accordance with the State of WA OFM travel regulations.

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name:

Administrative - USE THIS WORKSHEET IF YOU ARE DIRECTLY CHARGING ADMINISTRATIVE COSTS.

This may include both administrative costs and/or facilities costs to run your overall organization. This could include a portion of the salaries and benefits of an executive director, accountant, computer specialist, and/or a portion of associated costs for these types of functions such as supplies, general building and office equipment and maintenance. The portion of these administrative costs billed to the grant must be connected to the grant program, and cannot total more than 15% of the grant total. **Administrative costs must be split up by program. In the space provided, describe how shared costs are allocated. See the section Budget Line Items and Guidance for more details.**

Name/Position OR Item Description	Computation	Cost for Service Enhancement & Expansion
Domestic Violence		
(sample)	(sample)	(sample)
Jessie Doe, receptionist	\$28,000 x 0.07	\$ 1,960.00
Total Administrative DV:		\$ -
Sexual Assault		
(sample)	(sample)	(sample)
Jessie Doe, receptionist	\$28,000 x 0.04	\$ 1,120.00
Total Administrative SA:		\$ -
Victims of Crime		
(sample)	(sample)	(sample)
Jessie Doe, receptionist	\$28,000 x 0.03	\$ 840.00
Total Administrative VOC:		\$ -
TOTAL ADMINISTRATIVE		\$ -

Describe the costs above and list activities associated with these items. Include how the expense is connected to the grant program and how you determined what portion of that cost to bill to this grant.

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name: _____

Indirect - USE THIS WORKSHEET ONLY IF YOU ARE UTILIZING AN INDIRECT RATE.

There are two Indirect options (see Budget Line Items and Guidance section for more information):

1. 10% of the Modified Total Direct Costs
2. Federally Negotiated Indirect Cost Rate

Indirect Method <i>check which Indirect method you are using:</i>		Additional Documentation Needed
<input type="checkbox"/>	10% of the Modified Total Direct Costs	Complete the 10% MTDC certification form (Attachment F)
<input type="checkbox"/>	Federally Negotiated Indirect Cost Rate	Include a copy of the approval from the cognizant federal agency of the federal Negotiated Indirect Cost Rate.

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name:

Match - VOCA regulations require grantees to contribute to the total cost of their VOCA-funded project by providing not less than 20% match, either cash or in-kind, from non-federal sources. To determine how match is figured, use the following formula:
 Match = The Amount of Anticipated Grant Award ÷ 0.80) x 0.20

Match must be met for each grant program type, Domestic Violence, Sexual Assault, and/or Victims of Crime, and cannot be duplicated. If your program is unable to provide a portion of match, complete the Match Waiver Form (Attachment G).

			Required Match
Domestic Violence Anticipated Grant Award:	\$	-	\$ -
Sexual Assault Anticipated Grant Award:	\$	-	\$ -
Victims of Crime Anticipated Grant Award:	\$	-	\$ -

Match Description	Match Detail	Computation	Cost
(sample) volunteer hours	(sample) Sarah M, volunteer	(sample) \$12/hour x 520 hours	(sample) \$6,240
Domestic Violence			
Total DV Match			\$ -
Sexual Assault			
Total SA Match			\$ -
Victims of Crime			
Total VOC Match			\$ -
TOTAL PROJECT MATCH AMOUNT			\$ -

I/We certify that we will provide the non-federal match of the *Service Enhancement and Expansion Initiative* application as indicated above.

Signature:

Date:

BUDGET DETAIL WORKSHEET

SFY 2018 VOCA Service Enhancement & Expansion

Agency/Tribe/Tribal Organization Name: _____

Budget Summary - When you have completed the budget detail worksheets, transfer the totals for each category to the spaces below and/or **double check numbers that are automatically transferred.**

Budget Line Items	Domestic Violence	Sexual Assault	Victims of Crime	Total
Salaries	\$ -	\$ -	\$ -	\$ -
Benefits	\$ -	\$ -	\$ -	\$ -
Subcontracted Services	\$ -	\$ -	\$ -	\$ -
Goods and Services	\$ -	\$ -	\$ -	\$ -
Administrative OR Indirect	\$ -	\$ -	\$ -	\$ -
Total Grant Amount	\$ -	\$ -	\$ -	\$ -
Total Match Amount	\$ -	\$ -	\$ -	\$ -

10% of the Modified Total Direct Costs (MTDC) Certification Form

Applicants utilizing the indirect rate option of 10% of the Modified Total Direct Costs must obtain certification of the calculation by a CPA (if a nonprofit or a Tribe), or county auditor/treasurer (if a government entity).

_____ would like to use the 10% MTDC indirect rate.
(organization name)

	MTDC Total	10% of that total (indirect budget total)
Domestic Violence		
Sexual Assault		
Victims of Crime		
Total		

--

The calculation of our organization's MTDC is certified by:

Name

Organization / Title

Signature

Date

Request for Match Waiver

VOCA regulations require grantees to contribute to the total cost of their VOCA-funded project by providing not less than 20% (5% for Native American Tribes) match, either cash or in-kind, from non-federal sources. VOCA regulations also allow for match waiver requests to be submitted to the federal Office for Victims of Crime (OVC) by the state on behalf of the grantee. OVC reviews these requests from grantees and makes a decision as to match waivers for individual projects.

Requesting a Match Waiver

If your agency would like to request a match waiver, submit the following request form along with a letter on your agency's letterhead with the *Service Enhancement and Expansion Initiative* application. The letter should outline the reasons why your agency will have trouble meeting the match requirement and should indicate the amount of match you are able to provide. OCVA staff will review your waiver request to determine eligibility and if it should be forwarded to the federal OVC.

Your letter requesting a match waiver should include the following, minimum elements:

- A brief description of your agency and your VOCA-funded project.
- A brief explanation of why the full match amount is a hardship for your agency.
- A brief description of how not receiving a match waiver may result in fewer victims being served.
- If using volunteers for match, describe why you are not able to retain the number of volunteers needed to meet the match requirement.
- Indicate how much match you are able to provide and what amount you are requesting to be waived.
- Any other important information you want to add.

Keep in mind we have been told that OVC is unlikely to approve match waivers for the full amount of match. We have also learned that OVC expects that you will continue to provide the same amount of match that you have in the past. It is important that you consider the amount of match you are able to contribute to the project. For an example of how to structure your letter, please see the below sample letter. Do not copy this example; instead, use it as a guide for writing your own letter that is applicable to your agency's circumstances.

Request for Match Waiver

COMPLETE THIS FORM and submit with your letter with the completed application.

Agency/Tribe/Tribal Organization Name:

Match amount required:	\$
Match amount able to provide:	\$
Match amount requested to be waived:	\$

AGENCY LETTERHEAD

DATE

Department of Commerce
Office of Crime Victims Advocacy
PO Box 42525
Olympia, WA 98504-2525

RE: VOCA Match Requirement Waiver Request for Service Enhancement and Expansion Initiative SFY18

This letter is written on behalf of The ABC Victims Program to request a hardship waiver of our VOCA match requirement in the amount of \$5,000, which constitutes a partial match waiver request. The full amount of our match requirement is \$37,500.

Without the positions funded by this grant, victims in ABC Judicial Circuit (a rural area) would not have access to needed services to assist them in healing and enable them to return to their previous state of well-being. The ABC Victims Program has been in existence for 15 years and provides crisis intervention and hospital accompaniment services to victims of domestic violence and sexual assault. We serve approximately 500 rural, non-English speaking victims per year.

The ABC Victims Program has used volunteers since its inception, however, in the last 3 years we have faced several challenges in recruiting enough volunteers such as:

- Our volunteers are required to commit to 40 hours of training before they can start working with victims. In addition, volunteers are required to attend monthly training sessions. We currently have a core group of five volunteers that are committed to the program, but this is not enough to provide the full amount of match required on the grant.
- The ABC Judicial Circuit is a seasonal tourism hub with many transient residents during the winter months.
- The ABC Judicial Circuit is made up of two distinct populations; the rural community with a majority of low income, Spanish-speaking residents, and the more affluent community. Many of our low-income residents do not have the ability to volunteer because of the costs involved, including gas, car insurance, and car maintenance. In addition, many of these residents do not have childcare available.

- Our more affluent residents say they are interested in volunteering for our program, but are not willing or able to commit to the amount of time we need them to train and volunteer. In addition, because we respond to victims twenty-four hours per day, many families find this disruptive to their employment or lifestyle.
- The ABC Judicial Circuit does have a community college nearby whose students could do an internship with our program; however, these internships are generally 6 weeks long. Because they would be required to complete the certification training before they could officially start their internships, they would not have much time to do actual work with clients, which is what they want to do.

As a non-profit agency, the ABC victim program does not foresee an increase in other funding over the next year. Without a partial waiver to the match requirement, we will not be able to accept the full amount of the increase that has been allocated. Furthermore, without the ability to accept these funds, our program will not be able to fully fund an additional victim advocate position that is anticipated to serve an additional 100 victims per year.

The VOCA match requirement as it relates to the additional funding received this year will create a huge burden that will hinder our ability to provide critical victim services to all that need them in the ABC Judicial Circuit. We try very hard to meet the match requirement; however, we do not want to turn down additional VOCA funds that could be used to provide additional services to victims. We therefore respectfully request a partial waiver of the match requirement.

Thank you for your consideration,

Ima Sample
Executive Director

Sexual Assault Specific Information

Audit Costs and Requirements

A pro-rated share of reasonable audit costs may be charged by eligible Grantees so long as the audit cost is identified in the Grant budget that Grantees submit to the Department of Commerce. Audit costs may only be included as a Goods and Services expense when a Grantee is required to obtain an A-133 audit. For agencies not subject to A-133 audit requirements, audit costs must be allocated.

General Requirements

Grantees are to procure audit services based on the following guidelines.

- The Grantee shall maintain its records and accounts so as to facilitate audits and shall ensure that Subgrantees/Subcontractors also maintain auditable records.
- The Grantee is responsible for any audit exceptions incurred by its own organization or that of its Subgrantees/Subcontractors.
- COMMERCE reserves the right to recover from the Grantee all disallowed costs resulting from the audit.
- Responses to any unresolved management findings and disallowed or questioned costs shall be included with the audit report.
- The Grantee must respond to COMMERCE requests for information or corrective action concerning audit issues within thirty (30) days of the date of request.

Federal Funds Requirements – 2 CFR Part 200

Grantees expending \$750,000 or more in a fiscal year (that begins after December 26, 2014) in federal funds from all sources, direct and indirect, are required to have an audit conducted in accordance with 2 CFR Part 200. For fiscal years beginning prior to December 26, 2014, Grantees are required to have an audit conducted in accordance with Federal audit requirements. When state funds are also to be paid under this Agreement a Schedule of State Financial Assistance as well as the required schedule of Federal Expenditure must be included. Both schedules include:

- Grantor agency name
- Federal agency
- Federal program name
- Other identifying contract numbers
- Catalog of Federal Domestic Assistance (CFDA) number (if applicable)
- Grantor contract number
- Total award amount including amendments (total grant award)
- Current year expenditures

If the Grantee is a state or local government entity, the Office of the State Auditor shall conduct the audit. Audits of non-profit organizations are to be conducted by a certified public accountant selected by the Grantee in accordance with 2 CFR Part 200. The Grantee shall include the above audit requirements in any Subgrants/Subcontracts.

In any case, the Grantee's financial records must be available for review by COMMERCE.

Documentation Requirements

The Grantee must send a copy of any required audit Reporting Package as described in 2 CFR, Part 200 no later than nine (9) months after the end of the Grantee's fiscal year(s) by sending a scanned copy to auditreview@commerce.wa.gov or a hard copy to:

Department of Commerce
ATTN: Audit Review and Resolution Office
PO Box 42525
Olympia, WA 98504-2525

In addition to sending a copy of the audit, when applicable, the Grantee must include:

- Corrective action plan for audit findings within three (3) months of the audit being received by COMMERCE
- Copy of the Management Letter

Insurance Information

The Grantee shall provide insurance coverage as set out in this section. The intent of the required insurance is to protect the state of Washington should there be any claims, suits, actions, costs, damages, or expenses arising from any loss, or negligent or intentional act or omission of the Grantee or Subgrantee, or agents of either, while performing under the terms of this Grant.

The insurance required shall be issued by an insurance company authorized to do business within the state of Washington. Except for Professional Liability or Errors and Omissions Insurance, the insurance shall name the state of Washington, its agents, officers, and employees as additional insureds under the insurance policy. All policies shall be primary to any other valid and collectable insurance. The Grantee shall instruct the insurers to give COMMERCE thirty (30) calendar days advance notice of any insurance cancellation or modification.

The Grantee shall submit to COMMERCE within fifteen (15) calendar days of the Grant start date, a certificate of insurance which outlines the coverage and limits defined in

this insurance section. During the term of the Grant, the Grantee shall submit renewal certificates not less than thirty (30) calendar days prior to expiration of each policy required under this section.

The Grantee shall provide insurance coverage that shall be maintained in full force and effect during the term of this Grant, as follows:

Commercial General Liability Insurance Policy: Provide a Commercial General Liability Insurance Policy, including contractual liability, written on an occurrence basis, in adequate quantity to protect against legal liability arising out of Grant activity but no less than \$1,000,000 per occurrence. Additionally, the Grantee is responsible for ensuring that any Subgrantees provide adequate insurance coverage for the activities arising out of subgrants.

Automobile Liability: In the event that performance pursuant to this Grant involves the use of vehicles, owned or operated by the Grantee or its Subgrantee, automobile liability insurance shall be required. The minimum limit for automobile liability is \$1,000,000 per occurrence, using a Combined Single Limit for bodily injury and property damage.

Professional Liability, Errors and Omissions Insurance: *(This provision applies only if the Grantee or Subgrantees are using the services of licensed professionals to perform services described under this Grant).* The Grantee shall maintain Professional Liability or Errors and Omissions Insurance. The Grantee shall maintain minimum limits of no less than \$1,000,000 per occurrence to cover all activities by the Grantee and licensed staff employed or under Grant to the Grantee. The state of Washington, its agents, officers, and employees need *not* be named as additional insureds under this policy.

Training Requirements

The OCVA Sexual Assault Service Standards (see the next section for more information) establish minimum initial and ongoing training requirements for service providers. The table below outlines the training requirements identified in the Service Standards. Successful bidders will be required to submit initial training verification for all providers on the grant who have not previously been approved by OCVA to provide the service. Service providers who have previously been approved by OCVA to provide the service must enter ongoing training hours in to InfoNet for verification of completion.

Training requirements for Enhanced/Expanded services that are beyond the scope of the current standards set by OCVA will be evaluated on an individual basis. OCVA reserves the right to add/modify requirements depending on a successful bidder's proposed activities.

Service	Training Requirement for New Providers	Ongoing Training Requirements
Core Services	30-hour Advocate Core Sexual Assault Training	12 hours of WCSAP approved ongoing, sexual assault specific training
Core Primary Prevention	30-hour Advocate Core Sexual Assault Training 5-hour WCSAP Prevention Orientation	12 hours of WCSAP approved ongoing, sexual assault specific training
Therapy	23-hour Therapist Core Sexual Assault Training	6 hours of ongoing, sexual assault specific training
Support Groups	30-hour Advocate Core Sexual Assault Training Training in Group Process and Interpersonal Dynamics	12 hours of WCSAP approved ongoing, sexual assault specific training
Medical Social Work	12 hours of initial training relevant to sexual assault	12 hours of ongoing, sexual assault specific training
Culturally and Linguistically Appropriate Services Community Organizing, Training, and Education, and Community Responding	15 hours of OCVA approved initial sexual assault training 15 hours of OCVA approved culturally and/or linguistically appropriate initial sexual assault training	12 hours of WCSAP approved ongoing, sexual assault specific training
Culturally and Linguistically Appropriate Primary Prevention	15 hours of OCVA approved initial sexual assault training 15 hours of OCVA approved culturally and/or linguistically appropriate initial sexual assault training 5-hour WCSAP Prevention Orientation	12 hours of WCSAP approved ongoing, sexual assault specific training

Sexual Assault Service Standards

The Washington State Sexual Assault Services Plan was adopted in 1995. In state fiscal year 1997 the State of Washington Sexual Assault Service Standards were implemented.

The purpose of the Sexual Assault Service Standards is to ensure that:

- A continuum of essential services is available for victims, survivors and community members in every region in the state, and:
- Prevention activities are conducted to assist communities in reducing and preventing sexual violence.

Each service standard indicates its intent and specifies the definition, the goal, the duration, eligible activities, service recipients, and the qualifications for providers for each service.

Direct Core Services should be delivered in a victim-centered manner that specifically meet(s) the goals and eligible activities of each standard. It is vital that all sexual assault staff clearly understand each element of every service standard to ensure services and prevention activities are conducted in accordance with the service standards. This will also help to ensure services are accurately documented and reported in InfoNet.

Core Services for Accredited Community Sexual Assault Program Only

- Information, Referral and Awareness
- Crisis Intervention
- General Advocacy
- Legal Advocacy
- Medical Advocacy
- System Coordination
- *Optional:* Primary Prevention

Specialized Services

- Support Group
- Therapy
- Medical Social Work

Services for Marginalized and Native American Communities

- Community Organizing, Training and Education
- Community Responding
- Primary Prevention
- Therapy

**Washington State
Department of Commerce
Office of Crime Victims Advocacy**

State of Washington Sexual Assault Services Standards

**Core Services for Accredited
Community Sexual Assault
Programs Only**

Information, Referral and Awareness
Crisis Intervention
General Advocacy
Legal Advocacy
Medical Advocacy
System Coordination

OPTIONAL:
Primary Prevention

Specialized Services

Support Group
Therapy
Medical Social Work

**Services for Marginalized and Native
American Communities**

Community Organizing, Training and
Education
Community Responding
Primary Prevention
Therapy

**Washington State
Department of Commerce
Office of Crime Victims Advocacy**

State of Washington Sexual Assault Services Standards

Core Services for Accredited Community Sexual Assault Programs (CSAPs)

**Information, Referral and Awareness
Crisis Intervention
General Advocacy
Legal Advocacy
Medical Advocacy
System Coordination**

OPTIONAL:

Primary Prevention

INFORMATION, REFERRAL and AWARENESS

Definition	<p>This standard has two purposes:</p> <ul style="list-style-type: none"> ■ Responding 24 hours a day in person or by phone to direct requests for information or assistance related to sexual abuse/assault and available services. ■ Conducting community awareness activities related to sexual abuse/assault and available services to the community at-large.
Goal	To provide sexual abuse/assault related information and resources.
Duration	Information and referral contacts are usually one-time. Awareness activities are usually one-time, but may reoccur.
Activities	<ul style="list-style-type: none"> ■ Assist individuals in evaluating what is needed including available and appropriate services and/or resources. ■ Provide information verbally or in writing such as: <ul style="list-style-type: none"> ▪ Available services (including advocacy services provided by the CSAP) ▪ Referrals to appropriate and relevant resources addressing individuals' needs ▪ Information regarding sexual abuse/assault <p>Information may be provided through:</p> <ul style="list-style-type: none"> ▪ Individual contact ▪ Outreach to underserved communities ▪ Distribution of Materials ▪ Public Speaking/Presentations ▪ Community Education Events
Recipients	<p>Any community members such as:</p> <ul style="list-style-type: none"> ■ Non-offending parents of child victims ■ Victims/Survivors ■ Significant others who require assistance in order to address their own reactions to the victimization and to effectively support the victim ■ Those whose work brings them into contact with people who have been victimized: health care, mental health, education, law enforcement, legal, social service personnel ■ Community groups ■ Marginalized and Native American communities ■ General community
Qualifications	<p>All volunteer and paid staff must complete 30 hours of initial sexual abuse/assault training plus 12 hours of ongoing sexual abuse/assault training annually. All trainings must be approved by the Washington Coalition of Sexual Assault Programs (core curriculum and ongoing training). The provider must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault.</p> <p>Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse/assault training and has two years of relevant experience.</p>

CRISIS INTERVENTION	
Definition	An immediately available 24-hour personal response provided in a variety of settings to an individual presenting a crisis related to sexual abuse/assault.
Goal	To alleviate acute distress of sexual abuse/assault, to begin stabilization, and assist in determining the next steps.
Duration	Short term. May be episodic.
Activities	<p>Activities to alleviate acute stress including:</p> <ul style="list-style-type: none"> ■ Information about the effects of victimization ■ General information about medical and legal issues (Case specific information – see Legal/Medical Advocacy) ■ Information on services available in the community
Service Recipients	<ul style="list-style-type: none"> ■ Child sexual abuse/assault victims ■ Adult or adolescent sexual abuse/assault victims ■ Non-offending parents whose children are sexual abuse/assault victims ■ Significant others who require help/assistance in order to address their own reactions to the victimization and to effectively support the victim
Qualifications	<p>All volunteer and paid staff must complete 30 hours of initial sexual abuse/assault training, which must include at least four hours of crisis intervention, plus 12 hours of ongoing sexual abuse/assault training annually. All trainings must be approved by the Washington Coalition of Sexual Assault Programs (core curriculum and ongoing training). The provider must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault.</p> <p>Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse/assault training and has two years of relevant experience.</p>

GENERAL ADVOCACY	
Definition	Personal support and/or assistance in accessing sexual abuse/assault related services.
Goal	To ensure needed services and adequate support to enhance recovery from sexual abuse/assault
Duration	Generally, 1 to 4 times per month; 3 months to a year
Activities	<p>All activities and services are client-focused and case specific.</p> <ul style="list-style-type: none"> ■ Ongoing personal support, including outreach calls/visits (including in-patient or residential care settings) ■ Practical help as needed; information and referrals which are case specific and client focused ■ Ongoing, repetitive crisis intervention ■ Arranging for services to enhance recovery (e.g., health, financial, housing) ■ Consulting with others (such as CPS, APS, Indian Child Welfare) regarding an individual case
Service Recipients	<ul style="list-style-type: none"> ■ Child sexual abuse/assault victims ■ Adult/adolescent sexual abuse/assault victims ■ Non-offending parents whose children are sexual abuse/assault victims ■ Significant others who require help/assistance in order to address their own reactions to the victimization and to effectively support the victim
Qualifications	<p>All volunteer and paid staff must complete 30 hours of initial sexual abuse/assault training, plus 12 hours of ongoing sexual abuse/assault training annually. All trainings must be approved by the Washington Coalition of Sexual Assault Programs (core curriculum and ongoing training). The provider must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault.</p> <p>Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse/assault training and has two years of relevant experience.</p>

LEGAL ADVOCACY	
Definition	Acting on behalf of and in support of victims of sexual abuse/assault on a 24-hour basis to ensure their interests are represented and their rights upheld.
Goal	To assist gaining knowledge of the criminal justice system, gain access to all avenues of participation in the legal system and to promote the responsiveness of individual legal system participants.
Duration	Up to several years
Activities	<p>All activities and services are client-focused and case specific. For general information regarding legal advocacy, see Information & Referral.</p> <ul style="list-style-type: none"> ■ Assistance in making informed decisions about police reporting and the preparations needed, including the possibility of CVC benefits ■ Information about the criminal justice systems, civil remedies, and Dependency, Family and Juvenile Courts, including follow-up ■ Support at interviews, trial and sentencing ■ Assistance in preparing for court; informing the victim of her/his rights in legal settings ■ Active monitoring of case through the legal system ■ Assistance with protective/no-contact/anti-harassment orders
Service Recipients	<ul style="list-style-type: none"> ■ Child sexual abuse/assault victims ■ Adult/adolescent sexual abuse/assault victims ■ Non-offending parents whose children are sexual abuse/assault victims ■ Significant others who require help/assistance in order to address their own reactions to the victimization and to effectively support the victim
Qualifications	<p>All volunteer and paid staff must complete 30 hours of initial sexual abuse/assault training, which must include at least four hours of legal advocacy, plus 12 hours of ongoing sexual abuse/assault training annually. All trainings must be approved by the Washington Coalition of Sexual Assault Programs (core curriculum and ongoing training). The provider must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault.</p> <p>Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse/assault training and has two years of relevant experience.</p>

MEDICAL ADVOCACY	
Definition	Acting on behalf of and in support of victims of sexual abuse/assault on a 24-hour basis to ensure their interests are represented and their rights upheld.
Goal	To assist the victim to regain personal power and control as s/he makes decisions regarding medical care and to promote an appropriate response from individual service providers.
Duration	May vary significantly depending upon client's medical needs as related to the sexual assault.
Activities	<p>All activities and services are client-focused and case specific. For general information regarding medical advocacy, see Information & Referral.</p> <ul style="list-style-type: none"> ■ Assistance in making informed decisions about medical care and the preparations needed, including referral for possible forensic exam ■ Information about medical care/concerns, including assistance with needed follow-up ■ Support at medical exams and appointments ■ Information and/or assistance with Crime Victim Compensation applications
Service Recipients	<ul style="list-style-type: none"> ■ Child sexual abuse/assault victims ■ Adult/adolescent sexual abuse/assault victims ■ Non-offending parents whose children are sexual abuse/assault victims ■ Significant others who require help/assistance in order to address their own reactions to the victimization and to effectively support the victim
Qualifications	<p>All volunteer and paid staff must complete 30 hours of initial sexual abuse/assault training, which must include at least four hours of medical advocacy, plus 12 hours of ongoing sexual abuse/assault training annually. All trainings must be approved by the Washington Coalition of Sexual Assault Programs (core curriculum and ongoing training). The provider must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault.</p> <p>Providers must be supervised by a paid staff person who has completed the 30 hours of initial sexual abuse/assault training and has two years of relevant experience.</p>

SYSTEM COORDINATION

Definition	Coordination of the service system entails the development of working relationships and agreements (formal and informal) among programs and services with a role in the array of sexual abuse/assault service provision with the goal of improving service delivery
Goal	To operate a permanent, client-centered system which offers, or assures access to, a comprehensive continuum of specialized sexual abuse/assault services, which is mutually accountable despite individual changes over time in regulations, procedures or people who provide service.
Duration	An on-going process
Eligible Activities	<ul style="list-style-type: none"> ■ Develop partnerships ■ Increase collaboration ■ Assess gaps in service ■ Foster cooperation ■ Develop accountability process ■ Develop new ways of delivering services
Potential Participants	<ul style="list-style-type: none"> ■ Law enforcement ■ Prosecutors ■ Judiciary ■ Child Protective Services (CPS) ■ Schools ■ Social services (private and public) ■ Mental health services ■ Medical facilities/practitioners ■ Emergency services ■ Other relevant groups, task forces, networks and individuals
Qualifications	<p>System coordination should be initiated and led by a Community Sexual Assault Program.</p> <p>The staff and volunteers representing the Community Sexual Assault Program should represent the issues of sexual abuse/assault to the community accurately, fairly and regularly. They should understand the public policy-making process, build coalitions and articulate opinion to shape public policies that are beneficial for the organization and victims of sexual abuse/assault.</p> <p>They should commit to building community around sexual abuse/assault issues; promote effective relations among diverse agencies working with victims of sexual abuse/assault; facilitate cooperation between all of the agencies/organizations involved with victims of sexual abuse/assault.</p> <p>They also should encourage cooperation and collaboration with other organizations, seeking ways to improve services and/or reduce costs through cooperative efforts; share expertise with others to achieve partnerships; and organize and operate partnerships effectively.</p>

OPTIONAL STANDARD

Primary Prevention

PRIMARY PREVENTION	
Definition	Comprehensive activities that promote attitudes, behaviors, and social conditions aimed at preventing sexual violence before it happens. Primary prevention programming must be culturally and linguistically appropriate specific to the identified community.
Goal	To prevent sexual violence in communities and increase the willingness of communities to prevent sexual violence.
Activities	<p>Activities will vary from community to community and population to population. Appropriate activities are those aimed at preventing sexual violence before it occurs. Examples Include:</p> <ul style="list-style-type: none"> • A program or set of multi-session skill-building activities informed by community or cultural norms • A multisession set of activities on a topic logically connected with prevention (such as communication, parenting, trust, gender, boundaries, respect, building assets, social norms) • Prevention activities aimed at two or more of the four different levels of influence: individual, relationship, community, and society. This might combine education (individual) with policy examination (community) or media work (society) with peer education (relationship)¹ • Community development or other community-led processes and activities that are logically connected to preventing sexual violence and shifting ownership of prevention from the organization leading the initiative to the community. <p>The community development process is inclusive of:</p> <ol style="list-style-type: none"> 1. Establishing relationships within communities, ensuring the inclusion of marginalized and underserved communities 2. Recruiting stakeholders from a chosen community 3. Asking: Why does sexual violence happen here? (A) 4. Asking: What would it be like without sexual violence? (B) 5. Developing a plan to get from A to B 6. Asking: how will we know we are accomplishing anything? 7. Carrying out the plan 8. Evaluation and revision
Participants	<p>Individuals, a group of stakeholders or other groups within the identified community² such as:</p> <ul style="list-style-type: none"> ■ Youth ■ Parents/Caregivers ■ Community Members ■ Service Providers

¹ Levels of influence from the Social Ecological Model of Prevention, (National Center for Injury Prevention and Control, Centers for Disease Control and Prevention).

² A community is any definable group of people who share concerns or interests

Qualifications	<p>Services must be provided by a community sexual assault program (CSAP) or a community-based non-profit organization, with a primary mission and history of serving a marginalized community³ Tribe or tribal organization⁴.</p>	
	<p><u>Direct Service Provider</u></p> <p>Initial Training: 30 hours OCVA or WCSAP approved initial sexual assault training.</p> <p>5-hour WCSAP prevention orientation.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p>	<p><u>Supervisor</u></p> <p>Initial Training: 30 hours OCVA or WCSAP approved initial sexual assault training.</p> <p>5-hour WCSAP prevention orientation.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p> <p>Education/Experience:</p> <p>CSAP: two years of experience in sexual assault or domestic violence services.</p> <p>Marginalized community-based organization, Tribe, or tribal organization: two years of experience in culturally and linguistically appropriate sexual assault or domestic violence services.</p> <p>Other direct human service experience will be considered on a case-by-case basis.</p>

March 2015

³ Marginalized communities include, but are not limited to: lesbian, gay, bisexual, transgender and queer communities; individuals with disabilities; ethnic and racial communities; and Native American communities.

⁴ Tribal organizations are non-profit organizations administered by Native Americans and whose primary mission is to serve Native Americans.

**Washington State
Department of Commerce
Office of Crime Victims Advocacy**

State of Washington Sexual Assault Services Standards

Specialized Services

Support Group

Therapy

Medical Social Work

SUPPORT GROUP	
Definition	Regular facilitated meetings of victims and/or secondary victims of sexual abuse/assault with a supportive and educational focus.
Goal	To provide emotional stability and promote the understanding of the impact of sexual abuse/assault.
Duration	1 to 2 hour average length of time per session; 1 to 4 sessions per month; 3 months to a year
Activities	Group meetings with a planned beginning and ending date and an outcome-based, structured agenda with a primary focus on sexual abuse/assault issues.
Service Recipients	<ul style="list-style-type: none"> ■ Adult or adolescent sexual abuse/assault victims ■ Non-offending parents of child sexual abuse/assault victims ■ Significant others who require help/assistance in order to address their own reactions to victimization and to effectively support the victim
Qualifications	<p>The facilitator must complete 30 hours of initial sexual abuse/assault training, plus 12 hours of ongoing sexual abuse/assault training annually. All trainings must be approved by the Washington Coalition of Sexual Assault Programs (both the curriculum and the trainer). The provider must be familiar with the dynamics of sexual abuse/assault and relevant community resources, as well as have an understanding of how medical, legal and social services respond to victims of sexual abuse/assault. The facilitator must also have training in group process and interpersonal dynamics, and experience as a facilitator or co-facilitator.</p> <p>The facilitator must be supervised by a paid staff person with a minimum of a BA degree in Human Services or a related field plus two years of relevant experience or a combination of six years of relevant experience, education and training. The facilitator must be, or receive consultation on group process from, a Masters level therapist.</p>

THERAPY		
Definition	A professional relationship within a theoretical framework that involves a specified helper gathering, systematizing and evaluating information and using techniques to address the effects of sexual abuse/assault.	
Goal	To identify, understand and ameliorate the effects of sexual abuse/assault; to promote healing and to integrate the sexual abuse/assault experience.	
Duration	1 hour average length of time per session; 1 to 4 sessions per month; 3 months to several years; additional therapy could be indicated, depending on the individual case.	
Activities	Assessment: <ul style="list-style-type: none"> ■ Psychosocial history taking ■ Psychological testing, or psychiatric evaluation (including mental status exam) ■ In-person interviews with victims and/or family members ■ Collateral contacts, including review of relevant documents, telephone/in-person contact with other providers ■ Report writing 	Therapy: <ul style="list-style-type: none"> ■ Individual, group or family therapy, based on current clinical therapeutic principles generally accepted as being appropriate to sexual abuse/assault ■ In-person visits in the office, on location or by phone ■ Family therapy can include a <u>treated</u> sexual offender in the course of reunification ■ Interpretation of findings and expert testimony ■ Consultation to other disciplines/systems
Service Recipients	<ul style="list-style-type: none"> ■ Child sexual abuse/assault victims ■ Adult or adolescent sexual abuse/assault victims with acute or past history of sexual abuse/assault ■ Non-offending parents whose children are sexual abuse/assault victims ■ Significant others who require help/assistance in order to address their own reactions to victimization and to effectively support the victim 	
Qualifications	<p>Practitioners must complete 23 hours of initial sexual abuse/assault training, plus 6 hours of ongoing sexual abuse/assault training annually. All trainings must be consistent with the OCVA therapist-training standard. The practitioner must be knowledgeable about the principles of sound therapeutic practices with victims of sexual abuse/assault, including working with the continuum of sexual abuse/assault services and must understand victimization and demonstrate practices sensitive to sexual abuse/assault issues in therapy.</p> <p>Practitioners must be licensed psychiatrists or psychologists or be registered or certified professionals in the State of Washington and have a minimum of a master's degree in one or more the following: mental health counseling, marriage and family therapy, social work or related field. Practitioners who are completing an internship for a master's degree in any of the fields listed above and have completed the 23 hours of initial sexual abuse/assault training are also eligible providers, as long as they are receiving supervision from a person who meets the qualifications above. Interns must also complete 6 hours of ongoing sexual abuse/assault training annually. For practitioners conducting assessments of children, refer to the guidelines from the American Professional Society on the Abuse of Children.</p> <p>Therapists, as well as individuals conducting assessments, must have regular supervision, consultation and/or review of cases, preferably by a Washington State licensed psychiatrist, psychologist or certified therapist.</p>	

SOCIAL WORK FOR MEDICAL EVALUATIONS OF CHILDREN & VULNERABLE ADULTS

Definition	Preparing victim for medical evaluation; preparing and passing on a complete case history for purposes of contributing to investigation.
Goal	To complete the medical evaluation in a manner that minimizes the traumatization of the victim and caregivers.
Duration	Generally one hour by phone for intake with parent/caretaker; brief calls between intake and evaluation to prepare a victim for and reduce her/his anxiety about the evaluation and investigation; one hour in-person during evaluation; and subsequent contacts, usually by phone, as needed.
Activities	<p>Psychosocial history-taking, including assessment of parental protectiveness and parental coping, documentation of family structure, family dynamics, and dynamics of abuse/assault as related by parent/caretaker.</p> <ul style="list-style-type: none"> ■ Interpretation of stages of child physical and psychosexual development, signs of stress and of child sexual assault ■ Interpretation of medical evaluation process, indications for doing lab work, and meaning of possible physical findings ■ Interpretation of law enforcement investigation process and parent/caretaker role in same, including compliance with mandated reporting ■ Interpretation of child protective services functions and parent/caretaker role in same, including compliance with mandated reporting ■ Referral to appropriate CSAP for advocacy ■ Referral to therapy resources, including explanation of and assistance with Crime Victims Compensation application ■ When appropriate, communicate directly with child or adolescent victim to allay anxiety about medical evaluation ■ Crisis counseling for the purposes of preparing victim for the medical evaluation and to pass on a complete case history for purposes of investigation
Service Recipients	<ul style="list-style-type: none"> ■ Non-offending parent/caretakers of child and adolescent victims of sexual abuse/assault ■ Child and adolescent victims ■ Vulnerable adult victims and their caretakers or care managers
Qualifications	<p>Master's degree in social work or related field or licensure as a Registered Nurse, Nurse Practitioner, Medical Doctor or Physician's Assistant. Employed by or contracted with a licensed medical institution or provider. Twelve hours of initial sexual assault/abuse training, plus twelve hours per year ongoing training. Practitioners who are completing an internship for any of the fields listed above and have completed the 12 hours of initial sexual abuse/assault training are also eligible providers, as long as they are receiving supervision from a person who meets the qualifications above.</p>

**Washington State
Department of Commerce
Office of Crime Victims Advocacy**

State of Washington Sexual Assault Services Standards

Services for Marginalized And Native American Communities

Community Organizing, Training and Education

Community Responding

Primary Prevention

Therapy

COMMUNITY ORGANIZING, TRAINING AND EDUCATION					
Definition	Provide culturally and linguistically appropriate information and conduct activities to increase knowledge about sexual violence, its root causes, and promote access to services for victims and survivors in marginalized and Native American communities.				
Goal	To increase the community's awareness of sexual violence and ensure access to services for victims of sexual violence.				
Activities	<ul style="list-style-type: none"> ■ Sexual assault training and consultation to other professionals and institutions (e.g., law enforcement, mental health, and community sexual assault programs) on appropriate sexual assault service delivery, available services and ensure access to services for victims of sexual abuse/assault ■ Community events and outreach focused on raising awareness of sexual violence, its root causes, and available services for the community ■ Public speaking/presentations within the community focused on raising awareness of sexual violence, its root causes, and available services for the community ■ Educational groups for adults or adolescents, facilitated/led by an advocate. The group must have an agenda with a primary focus on sexual abuse/assault issues. These issues can be presented in cycles so that membership may begin at any point in the cycle (<i>If the focus of the group is on prevention of sexual violence, the group is considered a primary prevention activity</i>) ■ Distribution of sexual assault materials focused on raising awareness of sexual violence, its root causes, and available services for the community 				
Recipients	Community individuals and groups, service providers, schools, and faith communities.				
Qualifications	<p>Services should be provided by community-based non-profit organizations, with a primary mission and history of serving a marginalized community¹, Tribes or tribal organizations².</p> <table border="1"> <thead> <tr> <th><u>Direct Service Provider</u></th><th><u>Supervisor</u></th></tr> </thead> <tbody> <tr> <td> <p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA approved culturally and/or linguistically appropriate initial sexual assault training.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p> </td><td> <p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA approved culturally and/or linguistically appropriate initial sexual assault training.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p> <p>Education/Experience: Two years of demonstrated experience in culturally and linguistically appropriate sexual assault advocacy, support, or treatment,</p> <p>OR</p> <p>Two years of demonstrated experience in culturally and linguistically appropriate domestic violence advocacy and support.</p> <p>Other direct human service experience will be considered on a case-by-case basis.</p> </td></tr> </tbody> </table>	<u>Direct Service Provider</u>	<u>Supervisor</u>	<p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA approved culturally and/or linguistically appropriate initial sexual assault training.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p>	<p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA approved culturally and/or linguistically appropriate initial sexual assault training.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p> <p>Education/Experience: Two years of demonstrated experience in culturally and linguistically appropriate sexual assault advocacy, support, or treatment,</p> <p>OR</p> <p>Two years of demonstrated experience in culturally and linguistically appropriate domestic violence advocacy and support.</p> <p>Other direct human service experience will be considered on a case-by-case basis.</p>
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March, 2011

¹ Marginalized communities include, but are not limited to: lesbian, gay, bisexual, transgender and queer communities; individuals with disabilities; ethnic and racial communities; and Native American communities.

² Tribal organizations are non-profit organizations administered by Native Americans and whose primary mission is to serve Native Americans.

COMMUNITY RESPONDING						
Definition	Culturally and linguistically appropriate personal support and/or assistance in accessing services and addressing sexual abuse/assault related issues for victims in marginalized and Native American communities.					
Goal	To ensure access to services and support that enhances recovery from sexual abuse/assault.					
Activities	<p>Consulting with others (such as Child Protection Services, Adult Protection Services, Indian Child Welfare, Law Enforcement, etc.) regarding an individual case.</p> <p>Culturally and linguistically appropriate advocacy to victims and survivors provided by phone or face-to-face:</p> <ul style="list-style-type: none">• Support and assistance that may include the use of culturally specific healing methods• Information about and support with accessing services, medical care and resources• Information about and support with the criminal or civil justice systems (including tribal court)• Peer Support Groups for adults or adolescents, facilitated/led by an advocate. The group must have a planned beginning and ending date and an outcome-based structured agenda with a primary focus on sexual abuse/assault issues					
Recipients	<ul style="list-style-type: none">• Adult, adolescent or child victims of sexual abuse/assault• Non-offending parents or caregivers of child sexual abuse/assault victims• Significant others who require help/assistance in order to address their own reactions to victimization and to effectively support the victim					
Qualifications	<p>Services should be provided by community-based non-profit organizations, with a primary mission and history of serving a marginalized community¹, Tribes or tribal organizations².</p> <table><tr><td><u>Direct Service Provider</u></td><td><u>Supervisor</u></td></tr><tr><td><p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA culturally and/or linguistically appropriate initial sexual assault training.</p><p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p></td><td><p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA culturally and/or linguistically appropriate initial sexual assault training.</p><p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p><p>Education/Experience: Two years of demonstrated experience in culturally and linguistically appropriate sexual assault advocacy, support, or treatment, OR Two years of demonstrated experience in culturally and linguistically appropriate domestic violence advocacy and support.</p><p>Other direct human service experience will be considered on a case-by-case basis.</p></td></tr></table>		<u>Direct Service Provider</u>	<u>Supervisor</u>	<p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA culturally and/or linguistically appropriate initial sexual assault training.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p>	<p>Initial Training: 15 hours OCVA approved initial sexual assault training. 15 hours OCVA culturally and/or linguistically appropriate initial sexual assault training.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p> <p>Education/Experience: Two years of demonstrated experience in culturally and linguistically appropriate sexual assault advocacy, support, or treatment, OR Two years of demonstrated experience in culturally and linguistically appropriate domestic violence advocacy and support.</p> <p>Other direct human service experience will be considered on a case-by-case basis.</p>
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March, 2011

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² Tribal organizations are non-profit organizations administered by Native Americans and whose primary mission is to serve Native Americans.

PRIMARY PREVENTION	
Definition	Comprehensive activities that promote attitudes, behaviors, and social conditions aimed at preventing sexual violence before it happens. Primary prevention programming must be culturally and linguistically appropriate specific to the identified community.
Goal	To prevent sexual violence in communities and increase the willingness of communities to prevent sexual violence.
Activities	<p>Activities will vary from community to community and population to population. Appropriate activities are those aimed at preventing sexual violence before it occurs. Examples Include:</p> <ul style="list-style-type: none"> • A program or set of multi-session skill-building activities informed by community or cultural norms • A multisession set of activities on a topic logically connected with prevention (such as communication, parenting, trust, gender, boundaries, respect, building assets, social norms) • Prevention activities aimed at two or more of the four different levels of influence: individual, relationship, community, and society. This might combine education (individual) with policy examination (community) or media work (society) with peer education (relationship)¹ • Community development or other community-led processes and activities that are logically connected to preventing sexual violence and shifting ownership of prevention from the organization leading the initiative to the community. <p>The community development process is inclusive of:</p> <ol style="list-style-type: none"> 1. Establishing relationships within communities, ensuring the inclusion of marginalized and underserved communities 2. Recruiting stakeholders from a chosen community 3. Asking: Why does sexual violence happen here? (A) 4. Asking: What would it be like without sexual violence? (B) 5. Developing a plan to get from A to B 6. Asking: how will we know we are accomplishing anything? 7. Carrying out the plan 8. Evaluation and revision
Participants	<p>Individuals, a group of stakeholders or other groups within the identified community² such as:</p> <ul style="list-style-type: none"> ■ Youth ■ Parents/Caregivers ■ Community Members ■ Service Providers

¹ Levels of influence from the Social Ecological Model of Prevention, (National Center for Injury Prevention and Control, Centers for Disease Control and Prevention).

² A community is any definable group of people who share concerns or interests

Qualifications	<p>Services must be provided by a community sexual assault program (CSAP) or a community-based non-profit organization, with a primary mission and history of serving a marginalized community³, Tribe or tribal organization⁴.</p>	
	<p><u>Direct Service Provider</u></p> <p>Initial Training: 30 hours OCVA or WCSAP approved initial sexual assault training.</p> <p>5-hour WCSAP prevention orientation.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p>	<p><u>Supervisor</u></p> <p>Initial Training: 30 hours OCVA or WCSAP approved initial sexual assault training.</p> <p>5-hour WCSAP prevention orientation.</p> <p>Annual Training: 12 hours WCSAP approved ongoing sexual assault training annually.</p> <p>Education/Experience:</p> <p>CSAP: two years of experience in sexual assault or domestic violence services.</p> <p>Marginalized community-based organization, Tribe, or tribal organization: two years of experience in culturally and linguistically appropriate sexual assault or domestic violence services.</p> <p>Other direct human service experience will be considered on a case-by-case basis.</p>

March, 2015

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THERAPY		
Definition	A professional relationship within a theoretical framework that involves a specified helper gathering, systematizing and evaluating information and using techniques to address the effects of sexual abuse/assault.	
Goal	To identify, understand and ameliorate the effects of sexual abuse/assault; to promote healing and to integrate the sexual abuse/assault experience.	
Duration	1 hour average length of time per session; 1 to 4 sessions per month; 3 months to several years; additional therapy could be indicated, depending on the individual case.	
Activities	<ul style="list-style-type: none"> ■ Assessment: Psychological testing, or psychiatric evaluation (including mental status exam) ■ In-person interviews with victims and/or family members ■ Collateral contacts, including review of relevant documents, telephone/in-person contact with other providers ■ Report writing 	Therapy: <ul style="list-style-type: none"> ■ Individual, group or family therapy, based on current clinical therapeutic principles generally accepted as being appropriate to sexual abuse/assault ■ In-person visits in the office, on location or by phone ■ Family therapy can include a <u>treated</u> sexual offender in the course of reunification ■ Interpretation of findings and expert testimony ■ Consultation to other disciplines/systems
Service Recipients	<ul style="list-style-type: none"> ■ Child sexual abuse/assault victims ■ Adult or adolescent sexual abuse/assault victims with acute or past history of sexual abuse/assault ■ Non-offending parents whose children are sexual abuse/assault victims ■ Significant others who require help/assistance in order to address their own reactions to victimization and to effectively support the victim 	
Qualifications	<p>Practitioners must complete 23 hours of initial sexual abuse/assault training, plus 6 hours of ongoing sexual abuse/assault training annually. All trainings must be consistent with the OCVA therapist-training standard. The practitioner must be knowledgeable about the principles of sound therapeutic practices with victims of sexual abuse/assault, including working with the continuum of sexual abuse/assault services and must understand victimization and demonstrate practices sensitive to sexual abuse/assault issues in therapy.</p> <p>Practitioners must be licensed psychiatrists or psychologists or be registered or certified professionals in the State of Washington and have a minimum of a master's degree in one or more the following: mental health counseling, marriage and family therapy, social work or related field. Practitioners who are completing an internship for a master's degree in any of the fields listed above and have completed the 23 hours of initial sexual abuse/assault training are also eligible providers, as long as they are receiving supervision from a person who meets the qualifications above. Interns must also complete 6 hours of ongoing sexual abuse/assault training annually. For practitioners conducting assessments of children, refer to the guidelines from the American Professional Society on the Abuse of Children.</p> <p>Therapists, as well as individuals conducting assessments, must have regular supervision, consultation and/or review of cases, preferably by a Washington State licensed psychiatrist, psychologist or certified therapist.</p>	

Victims of Crime Specific Information

This appendix details the service and grant requirements to procure funding to provide services for individuals who have experienced or been affected by harm (crime), such as assault, burglary, child abuse, drunk and drugged driving, homicide, identity theft, trafficking, hate crimes, kidnapping, property crimes, and others.

Crime Victim Service Center Program and Principles

Crime Victim Service Centers are intended to meet the needs of individuals who have been hurt or harmed in the State of Washington.

The Crime Victim Service Center ensures the availability of both immediate and sustained support for adults, adolescents, and children.

The regional concept provides an infrastructure to deliver services for individuals impacted by crime while encompassing the values of continuity, preserving resources within a community, and providing predictable funding.

The following five principles guide the development of a Crime Victim Service Center program (CVSC). A CVSC program is:

- Mission driven
- Person-centered
- Available to provide services to individuals whether or not they report the crime to local, state, federal, or tribal law enforcement
- Available to provide services to individuals whether or not the case is being prosecuted
- Accessible and appropriate in all services

OCVA funds organizations and service providers who adhere to these principles.

Audit Costs and Requirements

A pro-rated share of reasonable audit costs may be charged by eligible Grantees so long as the audit cost is identified in the Grant budget that Grantees submit to the Department of Commerce. Audit costs may only be included as a Goods and Services expense when a Grantee is required to obtain an A-133 audit. For agencies not subject to A-133 audit requirements, audit costs must be allocated.

General Requirements

Grantees are to procure audit services based on the following guidelines.

- The Grantee shall maintain its records and accounts so as to facilitate audits and shall ensure that Subgrantees/Subcontractors also maintain auditable records.
- The Grantee is responsible for any audit exceptions incurred by its own organization or that of its Subgrantees/Subcontractors.
- COMMERCE reserves the right to recover from the Grantee all disallowed costs resulting from the audit.
- Responses to any unresolved management findings and disallowed or questioned costs shall be included with the audit report.
- The Grantee must respond to COMMERCE requests for information or corrective action concerning audit issues within thirty (30) days of the date of request.

Federal Funds Requirements – 2 CFR Part 200

Grantees expending \$750,000 or more in a fiscal year (that begins after December 26, 2014) in federal funds from all sources, direct and indirect, are required to have an audit conducted in accordance with 2 CFR Part 200. For fiscal years beginning prior to December 26, 2014, Grantees are required to have an audit conducted in accordance with Federal audit requirements. When state funds are also to be paid under this Agreement a Schedule of State Financial Assistance as well as the required schedule of Federal Expenditure must be included. Both schedules include:

- Grantor agency name
- Federal agency
- Federal program name
- Other identifying contract numbers
- Catalog of Federal Domestic Assistance (CFDA) number (if applicable)
- Grantor contract number
- Total award amount including amendments (total grant award)
- Current year expenditures

If the Grantee is a state or local government entity, the Office of the State Auditor shall conduct the audit. Audits of non-profit organizations are to be conducted by a certified public accountant selected by the Grantee in accordance with 2 CFR Part 200.

The Grantee shall include the above audit requirements in any Subgrants/Subcontracts.

In any case, the Grantee's financial records must be available for review by COMMERCE.

Documentation Requirements

The Grantee must send a copy of any required audit Reporting Package as described in 2 CFR, Part 200 no later than nine (9) months after the end of the Grantee's fiscal year(s) by sending a scanned copy to auditreview@commerce.wa.gov or a hard copy to:

Department of Commerce
ATTN: Audit Review and Resolution Office
PO Box 42525
Olympia, WA 98504-2525

In addition to sending a copy of the audit, when applicable, the Grantee must include:

- Corrective action plan for audit findings within three (3) months of the audit being received by COMMERCE
- Copy of the Management Letter

Insurance Information

The Grantee shall provide insurance coverage as set out in this section. The intent of the required insurance is to protect the state of Washington should there be any claims, suits, actions, costs, damages, or expenses arising from any loss, or negligent or intentional act or omission of the Grantee or Subgrantee, or agents of either, while performing under the terms of this Grant.

The insurance required shall be issued by an insurance company authorized to do business within the state of Washington. Except for Professional Liability or Errors and Omissions Insurance, the insurance shall name the state of Washington, its agents, officers, and employees as additional insureds under the insurance policy. All policies shall be primary to any other valid and collectable insurance. The Grantee shall instruct the insurers to give COMMERCE thirty (30) calendar days advance notice of any insurance cancellation or modification.

The Grantee shall submit to COMMERCE within fifteen (15) calendar days of the Grant start date, a certificate of insurance which outlines the coverage and limits defined in this insurance section. During the term of the Grant, the Grantee shall submit renewal certificates not less than thirty (30) calendar days prior to expiration of each policy required under this section.

The Grantee shall provide insurance coverage that shall be maintained in full force and effect during the term of this Grant, as follows:

Commercial General Liability Insurance Policy: Provide a Commercial General Liability Insurance Policy, including contractual liability, written on an occurrence basis, in adequate quantity to protect against legal liability arising out of Grant activity but no less than \$1,000,000 per occurrence. Additionally, the Grantee is responsible for ensuring that any Subgrantees provide adequate insurance coverage for the activities arising out of subgrants.

Automobile Liability: In the event that performance pursuant to this Grant involves the use of vehicles, owned or operated by the Grantee or its Subgrantee, automobile liability insurance shall be required. The minimum limit for automobile liability is \$1,000,000 per occurrence, using a Combined Single Limit for bodily injury and property damage.

Professional Liability, Errors and Omissions Insurance: *(This provision applies only if the Grantee or Subgrantees are using the services of licensed professionals to perform services described under this Grant).* The Grantee shall maintain Professional Liability or Errors and Omissions Insurance. The Grantee shall maintain minimum limits of no less than \$1,000,000 per occurrence to cover all activities by the Grantee and licensed staff employed or under Grant to the Grantee. The state of Washington, its agents, officers, and employees need *not* be named as additional insureds under this policy.

Training Requirements

As detailed in the Service Standards, there are initial and ongoing training requirements for Crime Victim Service Center providers. OCVA will review training records in InfoNet for successful applicants to determine if the Pre-Advocacy Course and/or continuing training requirements have been met.

There are additional requirements for supervisors. Successful applicants will be asked to submit to OCVA a resume for each supervisor, demonstrating two years of direct advocacy service, support, or treatment with individuals who have been harmed or hurt.

Victims of Crime Service Standards and Definitions

**Office of Crime Victims Advocacy
Victims of Crime Program
April 2015**



Advisory Committee Members

The Advisory Group was made up of individuals who represent each Crime Victim Service Center region, victim/survivors, and other experts working with victims of crime.

Shannon Meyer, F.B.I.

Nikki Finkbonner, Lummi Nation

Patty Strange, Children's Home Society of Washington

Arwen Bird, Crime Survivors for Community Safety

Cindy Fulton, Community Member

Dave Johnson, Washington Coalition of Crime Victim Advocates

Emma Catague, Community Voices, Asian Pacific Islander Women and Family Safety

Glenda Tanner, Community Voices, Proud African American Youth Society

Fanny Correa, Region One, Separation and Loss Services

Alan Lai, Region Two, Chinese Information and Service Center

Melissa Cilley, Region Three, Lutheran Community Services Northwest

Carla Hackett, Region Four, Families and Friends of Violent Crime Victims

Sherrie Tinoco, Region Five, Emergency Support Services

Courtney Langner, Region Five, Ethic Support Council

Cody Francis, Region Six, Family Crisis Network

JoDee Garretson, Region Seven, Sexual Assault Response Center

Ken Sterner, Region Eight, North Columbia County Action Council

Robin Jones, Region Nine, Domestic and Sexual Violence Crisis Center of Chelan and Douglas

Maria Verdin, Region Ten, Consejo Counseling and Referral

Dalya Perez, Region Eleven, Stonewall Youth

Holly Diaz, Region Twelve, Families and Friends of Violent Crime Victims

Martha Wescott, Region Thirteen, Kitsap Sexual Assault Center

OCVA staff participants

Bev Emery

Pearl Gipson-Collier

Anita Granbois

Chris Fenno

Grace Call

Background

The Washington State Strategic Plan for Victim Services outlines strategies for creating crime victim services that are high quality, culturally appropriate, and victim-centered.

In July of 2005, the Washington State Strategic Plan for Victim Services was released. The Strategic Plan for Victim Services provides a framework to guide both public and private investment in services for victims of crime, such as assault, robbery, child abuse, vehicular assault, vehicular homicide, property crime, trafficking, hate crimes, kidnapping, and survivors of homicide victims. The Plan has been developed with input from victims of crime, law enforcement, the courts, the corrections system, and both system-based and community-based victim service providers.

The Plan is built upon the underlying belief that all crime victims should have access to high quality, culturally appropriate, victim-centered services. To achieve this, it is necessary to support and facilitate the development of services that are accessible, effective, and victim-centered for all crime victims.

This Plan outlined numerous outcomes and strategies to be implemented by the Office of Crime Victims Advocacy. Specifically, these outcomes were:

- Comprehensive services are available for all victims of crime
- Standards for victim service providers are developed and implemented
- All victims of crime have access to information about rights and resources
- Culturally appropriate services are available for victims of crime in marginalized or underreported groups.

In order to ensure that comprehensive service are available for all victims of crime, the Plan further recommended the creation of Crime Victim Service Centers (CVSC). A CVSC is envisioned as a coalition of service providers who link resources to make comprehensive, culturally appropriate services available to crime victims statewide. The Center is not necessarily a physical location. Instead, it is a collaborative effort among service providers to provide comprehensive services to victims of all crimes.

Executive Summary

The Office of Crime Victims Advocacy (OCVA) serves as a voice within government for the needs of crime victims in Washington State. OCVA's philosophy is that it is in the best interest of all citizens of Washington State that victims of crime are provided the opportunities and resources necessary to recover and return to being productive, contributing members of the community. As a funding agency, it is our responsibility to work with service providers and experts statewide to develop and implement service standards and definitions to ensure high-quality, accessible, and appropriate services to all victims of crime in Washington.

In May 2006, OCVA assembled an advisory group that was tasked with creating service standards and definitions for victim advocates and volunteers working with victims of assault, burglary, child abuse, drunk and drugged driving, homicide, identity theft, trafficking, hate crimes, kidnapping, property crimes, and others.

Victim-Centered

It cannot be said enough that all services to victims of crime must be victim-centered, culturally appropriate, and accessible. The words “victim-centered, culturally appropriate, and accessible” are the mantra and philosophy that feed **each** service standard and definition. At the root of each service definition is accessibility and appropriateness for every individual we work with. At the heart of every service is an approach that is victim-centered.

When services are victim-centered, the victim's needs take precedent over any system needs. Services are specific, focused, and driven by the individuals impacted by crime and violence.

Culturally Appropriate and Accessible

Historically, individuals and groups of people have experienced a lack of access to systems and institutions established to provide services and resources. It is the intent that victims of crime in Washington have access to equitable, culturally competent, and linguistically appropriate services. OCVA seeks to support the provision of services for victims from marginalized communities that are provided by community members and organizations who work with and represent marginalized communities.

When services are culturally appropriate and accessible, those working with victims of crime are aware of cultural, individual, and role differences including those related to race/ethnicity, language, sex, gender, age, sexual orientation, (dis)Ability, social class, economic status, education, marital status, religious affiliation, residency, and HIV status. We try to identify our own biases and to limit the effect of these biases on our work. We do not knowingly participate in or condone unfair discriminatory practices. Advocates and volunteers value justice and equity in service provision and use initiative and commitment to ensure that services are extended to populations in need. Victim service providers use flexibility, innovation, and persistence to promote fair access and benefits of service—no matter the barriers and challenges that must be addressed and overcome to achieve this.*

A coordinated community response to victims of crime includes meaningful contributions from individuals, organizations, and agencies representing different cultures, backgrounds, and experiences. Leaders in the victims of crime movement will constantly assess group participation levels and ask, “Whose voice is missing from our table?”

* DeHart, D.D. (2003) *National Victim Assistance Standards Consortium: Standards for Victim Assistance Programs and Providers*. Columbia, SC: Center for Child and Family Studies, University of South Carolina.

Availability of Services

It is the expectation of OCVA that every victim of crime have access to information and referral, crisis intervention, and all advocacy services twenty-four hours a day through *a Regional Crime Victim Service Center Crisis Line* ~~Crime Victim Service Center~~. While some services may be delivered over the telephone, it is an expectation that during regular hours of operation in-person services will be available *from all Regional Crime Victim Service Center partners*.

Qualifications

The course will build advocacy skills and provide tools for professionals and volunteers who work with victims of crime.

Summary

Each individual working with victims of crime must complete the training requirements as described below in order to perform services as defined in these standards.

30 Hour Pre-Service Advocacy Course

The 30 Hour Pre-Service Advocacy Training must be completed before a staff member or volunteer responds to a victim of crime. The course may contain content adapted from the: *OCVA Advocacy Curriculum, 2006 General Crimes Advocate Training, Standards for Victim Assistance Programs and Providers* (National Victim Assistance Standards Consortium), and other curriculum, articles, research, and experience-based information. This content will focus on the fundamental skills of advocacy and working with victims of crime, saving crime-specific advocacy tips and other advanced topics for training during the first year of service.

The ~~Office of Crime Victims Advocacy~~ Attorney General's Office will contract with the Washington Coalition of Crime Victim Advocates to coordinate this required training regularly and regionally.

Graduating from the Office of Crime Victims Advocacy's State Victims Assistance Academy satisfies the requirement for the 30 Hour Pre-Service Advocacy Course.

This course consists of 30 hours of classroom learning. These 30 hours include the following cluster topics:

Victimology/Empowerment (4 hours)

- Post Traumatic Stress Disorder (PTSD)
- Victim trauma, grief, and loss
- Re-victimization

Advocacy (3 hours)

- Definition of advocacy
- Philosophy of advocacy
- History of victim's movement
- Victim's state and federal rights

Values Clarification (3 hours)

- Confidentiality
- Privilege
- Victim assistance ethics
- Outreach and social change advocacy

Cultural Competency (3 hours)

- Individual biases
- Anti-oppression
- Barriers to access

Listening Skills (4 hours)

- Active listening skills
- Communication skills
- Modes of communication

Crisis Intervention (4 hours)

- Definition of crisis
- Signs and symptoms of crisis
- Appropriate interventions

Resources (3 hours)

- Overview of the community's victim service programs
- Current state of the victims' movement
- Accessing resources
- Compensation, restitution, and civil reparations

Legal Justice Systems (4 hours)

- System limits and expectations
- Victim notification
- Sentencing guidelines
- Criminal legal system
- Civil legal system
- Tribal justice systems
- Juvenile legal systems
- Federal justice system
- Immigration system
- Medical and healthcare systems

Secondary Trauma (2 hours)

- Boundaries
- Burnout, compassion fatigue, and vicarious trauma

10 Hours Training in First Year of Service

An additional 10 hours of training in the first year (based on anniversary date of hire) is required of all staff and volunteers providing direct services. This requirement is flexible enough so that each organization can build the first year of service training hours to meet the specific regional crime victim needs. It is expected that more than one topic will be covered in the 10 hours of training. The topics covered must contain learning objectives and include specific skill building and knowledge based tools relating to working with victims of crime. As a grant requirement, organization staff will be required to outline a training plan for staff and volunteers. Each organizing receiving funds from OCVA to serve victims of crime will also be required to allocate money in their budget to meet this requirement.

The 10 hours of training in the first year of service may be provided on a local, organizational or regional basis. Distance learning courses, web-based trainings (webinars), articles, books, academic journals, training manuals and videos that are specifically focused on service delivery to victims of crime may be used to satisfy 50% of the required 10 hours of training. The remaining 5 hours of training are expected to be satisfied through in person, classroom training or conferences.

The 10 hours of training in the first year of service may include:

- Arson
- Burglary
- Fraud
- Identity Theft
- Child Abuse and Neglect
- Elder Abuse
- Kidnapping/Missing Persons
- Trafficking
- Assault
- Homicide
- Robbery
- Hate and Bias Crimes
- Gang Violence
- Death Notification

12 Hours of Continuing Education

After the first year of service, staff and volunteers are required to complete 12 hours of continued education through state, local, national, or regional trainings related to victims of crime. ~~Each agency may choose to track ongoing years of service based on the anniversary date of hire to the CVSC program, anniversary date of hire to the agency, fiscal year, or calendar year. Each agency will need to enter training information regularly into InfoNet on the funding year cycle.~~ While in person, classroom training is important, distance learning courses, webinars, and web-based trainings that are specifically focused on service delivery to victims of crime may also be used to meet 50% of the required 12 hours of continuing education. The remaining 6 hours of training may be satisfied through articles, books, academic journals, training manuals, and videos that are specifically focused on service delivery to victims of crime.

Training Requirements for Supervisors

This training is not available currently and is not a requirement for supervisors currently.

Individuals supervising advocates or volunteers must have two years of direct advocacy service experience. ~~In addition, a supervisor must participate in a six-hour OCVA training specifically designed for those supervising victims of crime staff and volunteers.~~

Requirements for Therapists

Individuals providing therapy services as defined in this document must be licensed psychiatrists or psychologists or be registered or

certified professionals in the State of Washington and have a minimum of a master's degree in one or more of the following: mental health counseling, marriage, and family therapy, social work, or related field. Practitioners who are completing an internship for a master's degree in any of the fields listed above and have completed the ten hours of victims of crime training are also eligible providers, as long as they are receiving supervision from a person who meets the qualifications above. Therapists, as well as individuals conducting assessments, must have regular supervision, consultation and/or review of cases, preferably by a Washington State licensed psychiatrist, psychologist, or certified therapist.

Therapists must also complete the 10 hours of training specific to working with crime victims, trauma, grief, or loss annually, including the first year of providing services.

Training for Domestic Violence and/or Sexual Assault Advocates

Staff and volunteers who are already trained as domestic violence or sexual assault advocates and who wish to work with victims of assault, burglary, child abuse, drunk and drugged driving, homicide, identity theft, trafficking, hate crimes, kidnapping, property crimes, and others will need to complete the 10 hours training in the first year of service as explained in this document. After the first year of service, they are required to meet the continuing education requirements.

ADDENDUM

June 2009

TRAINING & QUALIFICATIONS TO PROVIDE SERVICES

The following are categories of training which can clearly count toward continuing education hours. In most cases, OCVA Victims of Crime staff won't have any questions about these trainings. If a training doesn't fit neatly into one of these categories, OCVA Victims of Crime staff may request additional information regarding how the training informed your CVSC program work:

- Category 1: Trainings specifically on the crimes listed on page 9 of the Victims of Crime Service Standards and Definitions.

• Arson	• Burglary
• Fraud	• Identity Theft
• Child Abuse and Neglect	• Elder Abuse
• Kidnapping/Missing Persons	• Trafficking
• Assault	• Homicide
• Robbery	• Hate and Bias Crimes
• Gang Violence	• Death Notification

- Category 2 Any training provided by the Washington Coalition of Crime Victim Advocates (WCCVA) *that is focused on the crimes listed above*, or the Office of Crime Victims Advocacy (OCVA). This includes the OCVA State Victims Assistance Academy (Chelan 2008, or Yakima 2009) or the OCVA Advocacy Trainings.
- Category 3 Any training to improve the specific skills necessary to carry out a primary job function for your CVSC program.
 - Examples: supervisor trainings for CVSC supervisors or volunteer management trainings for CVSC volunteer managers.

- Category 4 Training to help you understand how to help your CVSC clients access and navigate crime-related systems and services.
 - Examples: training on the Crime Victims Compensation program, the criminal or civil justice systems, assistance for low-income people, assistance provided by other social service, Tribal, or government entities, etc.

This also includes improving communication, relationships, and other skills used when working with other professionals to serve CVSC clients.

 - Examples of these professionals: law enforcement, Tribes, prosecutors, therapists, interpreters, etc.
- Category 5 Training about working with specific individuals and communities you assist through your CVSC work. These might include individuals who are: Native American, children, elders/elderly, homeless, living with disability(ies), gay/lesbian/bisexual/transgender/queer (GLBTQ), deaf, limited English speaking, immigrants, living with mental illness, and/or members of historically marginalized communities etc.

Other Considerations

If any training is provided by a DV or SA agency, or has domestic violence, sexual assault, or stalking in the title, OCVA staff may request additional information regarding how the training informed your CVSC program work.

If a training teaches skills specific to domestic violence, sexual assault, or stalking service provision, the training cannot be used for CVSC training hours.

Crime Victim Service Center

Definition

A Crime Victim Service Center is a coalition of service providers who link resources to make comprehensive, culturally appropriate services available to crime victims within each region of the state. The Crime Victim Service Center ensures the availability of both immediate and sustained support for adult, child, and juvenile victims of assault, burglary, child abuse, drunk and drugged driving, homicide, identity theft, trafficking, hate crimes, kidnapping, property crimes, and others.

The Center may not be a physical location. Instead it may be a collaborative effort among service providers within a region to provide comprehensive victims services to victims of crimes. The idea behind calling these collaborative relationships a Center is to build an identity and structure for service delivery to crime victims.

Goal

Provide comprehensive, culturally appropriate, and accessible services to victims of assault, burglary, child abuse, drunk and drugged driving, homicide, identity theft, trafficking, hate crimes, kidnapping, property crimes, and others.

Rationale

- It is more desirable for Washington to have services in all regions of the state, for all types of crime, than to provide in-depth services for certain types of crime, in certain areas of the state.
- The regional concept provides an infrastructure to deliver services for victims of all crime.
- The regional concept encompasses the values of continuity, preserving resources within a community, and providing predictable funding.

Funding and distribution of available resources

- Initial funding will come from federal VOCA funds allocated for services to general crime victims with a goal of increasing available funds to meet identified needs.
- Funds will be distributed using a formula that assigns a base amount to each region along with an add-on amount that takes into consideration population and geographic area.

- To the extent possible, regional boundaries will follow existing collaborative and working relationships among service providers and will consider the benefits and challenges of including urban population centers and rural areas within a region.

Activities

- Crisis Intervention (page 19)
- Advocacy (page 21)
- Information and Referral (page 22)
- Outreach and Awareness (page 23)
- Legal Advocacy (page 24)
- Medical Advocacy (page 25)

Availability of Services

The Crime Victim Service Center must ensure that crisis intervention, information and referral, advocacy, legal advocacy, and medical advocacy are available 24 hours a day seven days a week. While some services may be delivered over the telephone, it is an expectation that during regular hours of operation in person services will be available. Likewise, it is the expectation that medical advocacy will be in person.

Community Organizing

Definition

Culturally and linguistically appropriate activities by marginalized communities to promote attitudes, behaviors and social conditions that will reduce or eliminate factors that cause or contribute to violence and/or crime in marginalized communities.

Goal

Increase the willingness and capacity of the community to address the underlying causes of violence and/or crime and respond to victims and others impacted by violence and/or crime.

Activities

- Community events focused on raising awareness of criminal victimization, its underlying conditions, available services for the community, and potential service recipients and interrelated systems
- Public speaking/presentations within the community focused on raising awareness of criminal victimization, its underlying conditions, available services for the community, and potential service recipients and interrelated systems
- Development and distribution of materials focused on raising awareness of criminal victimization, its underlying conditions, available services for the community, and potential service recipients and interrelated systems

Community Outreach

Definition

An intentional process of organizations created by and for marginalized populations reaching out, contacting, engaging, and involving individuals and communities in order to increase access to services for victims of crime by organizations created by and for marginalized populations.

Goal

Outreach is specifically designed by and for marginalized populations to ensure equitable and culturally relevant access to services that support individuals in recovery from victimization.

Activities

- Community events
- Relationship building
- Developing partnerships
- Provide information on existing service delivery

Community Responding

Definition

Culturally and linguistically appropriate personal support and/or assistance in accessing services and addressing violence and/or crime related issues by marginalized communities for victims and others impacted by violence and/or crime in marginalized communities.

Goal

Ensure access to services and support that enhances recovery from violence and/or crime.

Activities

- Assess the effects of crime with an individual
- Provide appropriate healing techniques to respond to the effects of crime
- Support Groups with a primary focus on victim issues
- Educational Groups with a primary focus on victim issues

Crisis Intervention

Definition

A personal response to an individual impacted by crime, provided in a variety of settings.

Goal

Alleviate acute distress resulting from the impact of a crime, to begin stabilization, and assist in determining the next steps.

Activities

- Assess immediate needs and concerns
- Facilitate emotional stabilization
- Provide information regarding resources and referrals
- Help victim identify and plan the next steps

**Emergency
Financial
Assistance****Definition**

Providing short-term, immediate funds to crime victims.

Goal

Provide emergency financial assistance for victims of crimes who, as a result of the crime, have no other resources available to meet basic needs for health and safety.

Activities

- Provide financial assistance for emergency needs resulting from the crime when no other resources are available. (Emergency needs can include but are not limited to, emergency shelter, telephone card, lock replacement, window replacement or cover up, food, clothing, transportation, gas voucher, short-term nursing home shelter for elder abuse victims, and costs related to crime scene clean-up).

Advocacy

Definition

Personal support and/or assistance with issues resulting from victimization.

Goal

Ensure adequate support to enhance recovery from victimization and/or reduce the risk of re-victimization.

Activities

- Ongoing personal support, including outreach calls and/or visits
- Assistance in obtaining services to enhance healing and recovery
- Advocating for victim choices and rights with individuals and service providers
- Speaking on behalf of victims if requested or needed
- Assistance in obtaining benefits or restoring basic needs
- Assist caller/client in identifying and prioritizing the emergency needs

Information and Referral

Definition

Connecting victims of crime and others impacted by violence and/or crime to appropriate resources.

Goal

Respond, as appropriate, to requests for information, assistance, and/or referrals related to crimes specific to the individual's needs.

Activities

- Assist caller/client in identifying and prioritizing what is needed
- Provide information about available resources/services
- Provide referrals to appropriate resources/services

Outreach and Awareness

Definition

Provide information and knowledge about violence, crime victimization, and available services.

Goal

Increase the community's ability to respond to violence and crime victimization, access services, and improve community safety.

Activities

- Outreach with emphasis on underserved and marginalized communities
- Community education events
- Public speaking/presentations
- Distribution of materials
- Development of curricula, training materials, and educational tools

Legal Advocacy

Definition

Personal support and assistance with victims of crime to ensure their interests are represented and their rights upheld within the civil and criminal justice systems.

Goal

Educate and assist victims in navigating the civil and criminal justice systems; assist victims in evaluating advantages and disadvantages of participating in legal processes; facilitate victims' access and participation in the legal systems; and promote victims' choices and rights to individuals within the legal system.

Activities

- Assert and advance a victim's choices and rights
- Provide assistance in making informed choices and decisions about police reporting
- Provide information about the local, state, federal and tribal justice systems, civil remedies, and victim rights
- Provide support during investigative and legal processes
- Actively monitor case through the legal system
- Provide assistance in obtaining criminal and civil orders
- Provide information about civil remedies
- Provide information and advocacy related to immigration status
- Provide referrals to legal resources as appropriate

Medical Advocacy

Definition

Personal support and assistance for victims of crime to ensure healthcare needs are addressed and rights are upheld.

Goal

Assist victims to regain personal power and control in making decisions regarding medical care and to promote an appropriate response from individual service providers.

Activities

- Assert and advance a victim's choices and rights
- Provide support in obtaining health related information and care
- Provide assistance in making informed decisions about medical procedures for the purpose of collection and preservation of evidence
- Provide support at medical exams and appointments
- Provide information and assistance in obtaining relevant benefits

Support Group

Definition

Regularly scheduled meetings of victims of crime and/or others impacted by crime.

Goal

Promote emotional stability, education, and support to assist in recovery from crime victimization.

Activities

- Intake and ongoing assessment for participation
- Facilitation of group
- Curriculum development and evaluation
- Consultation for facilitators

Therapy

Definition

Treatment provided by a mental health professional for victims and/or others impacted by crime.

Goal

Promote healthy coping strategies, healing, and recovery subsequent to victimization.

Activities

- Intake and ongoing assessment for participation
- Treatment session(s) with individuals, groups and/or families
- Consultation with other service providers about a specific client
- Develop a treatment plan

System Coordination

Definition

Developing collaborative relationships and partnerships with entities to better meet the needs of crime victims.

Goal

Promote coordination and collaboration, in order to improve the effectiveness of institutions, systems, and services for crime victims.

Activities

- Develop and maintain partnerships
- Participate in the development of policy
- Participate in task forces, committees, work groups
- Create and maintain collaborative relationships
- Foster cooperation
- Develop new ways of delivering services
- Strategize to leverage existing/available resources
- Assess and work to address gaps in services

PLEASE NOTE: SFY 2016 GRANTS WILL NOT BE FUNDED TO PROVIDE THIS ACTIVITY

We recognize that prevention activities are important but because of VOCA regulations and limited state funding, OCVA cannot support these efforts in SFY 2016. Agencies are encouraged to use private or local funding for prevention efforts for SFY 2016.

Prevention

You may find information about primary prevention strategies (although not specific to this particular group of crime victims) at: <http://www.cdc.gov/ncipc/DELTA/default.htm>

Definition

Strengthening the ability of individuals and communities to eliminate violence.

Goal

Increase awareness, skill building, and safety within individuals and communities to prevent violence and crimes.

Activities

- Provide information and education regarding personal and community safety planning
- Teaching skills to promote non-violent behavior
- Community education
- Harm reduction
- Risk reduction
- Primary prevention
- Community mobilization to change the social norms that promote and/or contribute to crime

Domestic Violence Service and Contract Requirements

The following definitions and requirements apply to all contracts for domestic violence services funded pursuant to this Application.

1. Definitions

- a. Advocacy – The client is involved with an advocate in individual or group sessions with a primary focus of safety planning, empowerment, and education of the client through reinforcement of the client's autonomy and self-determination. Advocacy also means speaking and acting for change or justice with, or on behalf of, another person or cause. Advocacy is survivor-centered and uses nonvictim blaming methods that include:
 - (1) Identifying barriers to, and strategies to enhance, safety, including safety planning.
 - (2) Clarifying and increasing awareness of the power and control associated with domestic violence and the options one may have to obtain resources while staying safe.
 - (3) Supporting independent decision-making based on the unique needs and circumstances of each individual.
- b. Advocate – A trained staff person who works in a community-based domestic violence program and provides advocacy to clients.
- c. Child Care – Temporary care of a client's child or children by staff of the community-based domestic violence program (CBDVP) at the CBDVP's location or another location where the client is receiving confidential or individual services from the CBDVP or is participating in activities sponsored by the CBDVP, other than employment, so long as the client remains on the premises.
- d. Community-Based Domestic Violence Program – A Community-Based Domestic Violence Program (CBDVP) must provide, as a primary purpose, assistance and advocacy for domestic violence victims. Domestic violence assistance and advocacy includes crisis intervention, individual and group support, information and referrals, and safety assessment and planning. Domestic violence assistance and advocacy may also include, but is not limited to: provision of shelter, emergency transportation, self-help services, culturally specific services, legal advocacy, economic advocacy, community education, primary and secondary prevention efforts, and accompaniment and advocacy through medical, legal, immigration, human services, and financial assistance systems.

For the purposes of this solicitation, not all of the above services will be eligible for funding.

- e. Community Advocate – A person employed or supervised by a CBDVP who is trained to provide ongoing assistance and advocacy for victims of domestic violence in assessing and planning for safety needs, making appropriate social service, legal, and housing referrals, and providing community education, and developing protocols for local systems coordination.
- f. Confidential Communication – All information, oral, written or nonverbal, that is transmitted between a victim of domestic violence and an employee or supervised volunteer of a CBDVP in the course of their relationship and in confidence by means which, so far as the victim is aware, does not disclose the information to a third person.
- g. Confidential Information – Includes, but is not limited to, any information, advice, notes, reports, statistical data, memoranda, working papers, records or the like, made or given during the relationship between a victim of domestic violence and a CBDVP, however maintained. Confidential information includes the name, address, telephone number, social security number, date of birth, nine-digit postal (ZIP) code, physical appearance of, case file or history of, and other information that would personally identify a victim of domestic violence who seeks or has received services from a CBDVP.
- h. Crisis Intervention – Services provided to an individual in crisis to stabilize an individual's emotions, clarify issues, and provide support and assistance to help explore options for resolution of the individual's immediate crisis and needs.
- i. Domestic Violence – The infliction or threat of physical harm against an intimate partner, and includes physical, sexual, and psychological abuse against the partner, and is part of a pattern of assaultive, coercive, and controlling behaviors directed at achieving compliance from or control over that intimate partner. It may include, but is not limited to, a categorization of offenses, as defined in RCW 10.99.020, committed by one intimate partner against another.
- j. Intimate Partner – A person who is or was married, in a state registered domestic partnership, or in an intimate or dating relationship with another person at the present or at some time in the past. Any person who has one or more children in common with another person, regardless of whether they have been married, in a domestic partnership with each other, or lived together at any time, shall be treated as an intimate partner.

- k. Personally Identifying Information – Includes, but is not limited to, first and last name, home or other physical address, telephone number, social security number, date of birth, nine-digit postal (ZIP) code, physical appearance of, case file or history of, and other information that would personally identify a victim of domestic violence who seeks or has received services from a CBDVP, or other such information which, taken individually or together with other identifying information, could identify a particular individual.
- l. Safety Plan – A process of thinking through with the victim how to increase safety for both the victim of domestic violence and any dependent children of the victim. Safety planning addresses both immediate and long term risks, barriers, or concerns regarding the victim and any dependent children. It is based on knowledge about the specific pattern of the domestic violence perpetrator's tactics and the protective factors of the victim and any dependent children. Safety planning can be done formally, informally, in writing or orally, or in any other conversational process between the victim and advocate.

2. Service Model

- a. Supportive services for victims of domestic violence are essential to provide protection to victims from further abuse and physical harm. Research demonstrates that access to supportive services that increase a survivor's knowledge of safety planning and awareness of community resources leads to increased safety and well-being over time. Consequently, the model for providing services must incorporate the following practices:
 - (1) Services provided to victims must include access to safety, advocacy, information about options, and referrals to helping resources.
 - (2) Services that blame the victim for the abuse and do not hold the abuser accountable for the violence, are ineffective and will likely result in further harm to the victim, up to and including death. Therefore, the services and practices utilized must use an empowerment model that:
 - (a) Promotes safety for all victims of intimate partner violence and their dependent children.
 - (b) Are survivor-centered and treat victims with dignity and respect.
 - (c) Builds on the strengths and resources of individuals and families, respecting their autonomy and self-determination.
 - (d) Supports the relationship between victims and their dependent children.
 - (e) Offers options and support for autonomous decision-making that is based on the needs and circumstances of each victim and their family.

- (f) Assists individuals and families in accessing protection and services that are respectful and inclusive of cultural and community characteristics.
 - (g) Ensures agency accountability by involving victims in evaluating the services they receive from the CBDVP.
 - (h) Supports and engages in collaboration with other community agencies and systems for the purpose of developing a comprehensive response system for victims and their dependent children.
- b. The manner in which supportive services are provided by the CBDVP must be in alignment with the empowerment service model, and must also:
 - (1) Include a discussion of safety and options with each victim of domestic violence seeking assistance.
 - (2) Be respectful and respond to each client's life situation, and respect each person's right to self-determination.
 - (3) Be provided in a safe and supportive environment that offers the client the opportunity to examine the events that led to the need for domestic violence services.
 - (4) Be provided in a private setting for the comfort of the client and to protect confidentiality of conversations.
- c. CBDVP must refrain from engaging in activities that compromise the safety of victims or their children including, but not limited to, mediation, couples counseling, family counseling or any other manner of joint victim-offender counseling, mandatory counseling for victims, requiring that victims participate in criminal proceedings, supporting policies or engaging in practices that impose restrictive conditions (e.g., attend counseling, or seek an order of protection) on the victim in order to receive services or when the victim requests that an order of protection/no contact order be rescinded or modified.

3. Confidentiality and Privilege

- a. All persons employed or volunteering services for a CBDVP must protect the confidentiality and privacy of domestic violence victims and their families in accordance with RCW 70.123 and 5.60.060(8), regardless of when the client received the services of the CBDVP.
- b. Agents, employees, and volunteers of a CBDVP must maintain the confidentiality of all personally identifying information, confidential communications, and all confidential information as defined in this Appendix. Information that individually or together with other information could identify a particular victim of domestic violence must also be kept confidential.
- c. Any reports, records, working papers, or other documentation, including electronic files that are maintained by the CBDVP and information provided to the CBDVP on behalf of the client, must be kept confidential. Any information considered privileged by statute, rule, regulation or policy that is shared with the CBDVP on behalf of the client must not be divulged without a valid written waiver of the privilege that is based on informed consent, or as otherwise required by law.
- d. Confidential information can be disclosed only when:
 - (1) The client provides informed, written consent to the waiver of confidentiality that relates only to the client or the client's dependent children.
 - (2) Failure to disclose is likely to result in a clear, imminent risk of serious physical injury or death of the client or other person.
 - (3) Disclosure is required under RCW 26.44, Abuse of Children.
 - (4) Release of information is otherwise required by law or court order, or following in-camera review pursuant to RCW 70.123.075, with the following additional requirements:
 - (a) The CBDVP must make reasonable attempts to provide notice to the person affected by the disclosure of the information.
 - (b) If personally identifying information is or will be disclosed, the CBDVP must take steps necessary to protect the privacy and safety of the persons affected by the disclosure of information.
- e. Any release of information subject to any of the exceptions set forth above must be limited to the minimum necessary to meet the requirement of the exception, and such release does not void the client's right to confidentiality and privilege on any other confidential communication between the client and the CBDVP.

- f. In the case of an unemancipated minor, the minor and the parent or guardian must provide the written consent. Consent for release may not be given by a parent who has abused the minor or the minor's other parent. In the case of a disabled adult who has been appointed a guardian, the guardian must consent to release unless the guardian is the abuser of the disabled adult.
- g. A copy of the disclosed information must be provided to the client, if requested by the client.
- h. To be valid, a written waiver of confidentiality must:
 - (1) Be voluntary.
 - (2) Relate only to the client or the client's dependent children.
 - (3) Clearly describe the scope and any limitations of the information to be released.
 - (4) Include an expiration date for the release. If the written waiver of confidentiality does not include an expiration date, it must expire ninety (90) days after the date it was signed.
 - (5) Inform the client that consent can be withdrawn at any time whether it is made orally or in writing.
- i. Clients must be provided with a written "notice of rights" at the time of initial and any subsequent intake into the CBDVP. Information on the notice of rights must also be explained to the client at the time of intake into the CBDVP and then again, at the time the client is considering whether to sign a written waiver of confidentiality. At a minimum, the notice of rights must inform clients of the following:
 - (1) The client's right to privacy and confidentiality of the information shared with the CBDVP.
 - (2) Exceptions to confidentiality as described above.
 - (3) That if the client signs a written waiver of confidentiality that allows their information to be shared with others, the client does not give up their right to have that information protected under other statutes, rules or laws.
 - (4) That the client has the right to withdraw a written waiver of confidentiality at any time.
 - (5) That the CBDVP will not condition the provision of services to the client based on a requirement that the client sign one or more releases of confidential information.

4. Staff and Supervisor Requirements

- a. Initial and continuing education training of CBDVP staff is critically important. In addition, quality supervision is an integral component for the provision of excellent advocacy and in supporting staff. Advocates and advocate supervisors must be able to demonstrate an understanding of the nature and scope of domestic violence, as well as the historical and societal attitudes in which domestic violence is rooted. Training must be current and relevant to the provision of empowerment-based advocacy. CBDVP should also strive to ensure that staff incorporate training on services to marginalized and underserved populations as part of each advocate's annual continuing education hours. In furtherance of these goals, CBDVP staff and volunteers providing direct services must meet specific minimum training requirements.
- b. Staff and volunteers providing supportive services and supervisors of staff must obtain a minimum of twenty (20) hours of initial basic training that covers the following topics and skills:
 - (1) Theory and implementation of empowerment-based advocacy.
 - (2) The history of the domestic violence movement.
 - (3) Active listening skills
 - (4) Legal, medical, social service and systems advocacy.
 - (5) Anti-oppression and cultural competency theory and practice.
 - (6) Confidentiality and ethics.
 - (7) Safety planning skills and barriers to safety.
 - (8) Planning, clarifying issues and options, and crisis intervention.
 - (9) Providing services and advocacy to individuals from marginalized and underserved populations.
 - (10) Policies and procedures of the CBDVP.
- c. Initial training must be completed prior to providing supportive services to clients and/or their dependent children.
- d. The recommended format for initial training is live and in-person group sessions. Structured job-shadowing and self-study may be included as part of the overall initial training. All CBDVP in-house training must be based on a training plan that covers one or more of the required initial training topics.
- e. Staff and volunteers providing supportive services and staff supervisors must also obtain an annual minimum of twenty (20) hours of continuing education training beginning in their second year with the CBDVP, and in every year thereafter. A minimum of ten (10) hours must be live training on topics specifically focused on serving victims of domestic violence and their children.

The remaining ten (10) hours may be satisfied through self-study on topics specifically focused on serving victims of domestic violence and their children.

- f. Within six (6) months of being hired as an advocate supervisor and for each year thereafter, the supervisor must obtain a minimum of five (5) hours of training on supervision. Supervision training can be counted toward the twenty (20) hours of annual continuing education training hours. Examples of supervision training topics include leadership skills, job coaching and staff evaluation, multicultural supervision, and how to foster professional development of, and self-care with, advocates. While live, in-person training is the preferred method for supervision training, all methods of live and self-study training are acceptable.
- g. Supervisors of staff providing supportive services to victims of domestic violence must have the following minimum experience and training requirements prior to being hired as a supervisor:
 - (1) At least two (2) years of experience providing advocacy to victims of domestic violence within a CBDVP.
 - (2) A minimum of fifty (50) hours of training on domestic violence issues and advocacy within three (3) years prior to being hired as a supervisor.

5. Additional Requirements

- a. Client Files. CBDVP must have a written file for clients who are served by the agency. Client files must:
 - (1) Include an intake that clearly documents the client's eligibility for domestic violence services.
 - (2) Be brief in documenting the services provided to the client if written documentation of services is also maintained in the client file. Service documentation must be entered into InfoNet.
 - (3) Document only sufficient information to identify the service provided, and must not include any references to service recipient feelings, emotional or psychological assessments, diagnoses, or similar subjective observations or judgments. Documentation must not include any direct quotes from the client.
 - (4) Include copies of all required releases and client notices.
 - (5) With the exception of a client intake, the CBDVP must also maintain a file when services are provided to the child(ren)/youth of clients. Service files for child(ren)/youth must be filed separately from the adult client file.
- b. Written Policies and Procedures. CBDVP must have the following written policies or procedures:

- (1) Confidentiality and protection of client records and communications.
 - (2) Nondiscrimination relating to staff, clients, and the provision of services.
 - (3) The provision of bilingual and interpreter services to clients.
 - (4) Procedures for responding to subpoenas and warrants.
 - (5) Reporting of child abuse/neglect as legally mandated.
 - (6) Client access to their files.
 - (7) Grievance procedure for clients.
 - (8) Procedures and periods for records retention.
 - (9) Accounting procedures.
 - (10) Personnel policies and procedures that include the following:
 - (a) Recruitment for staff and volunteers – CBDVP must recruit, to the extent feasible, persons who are former victims of domestic violence to work as volunteers or staff personnel. An effort must also be made to recruit staff and volunteers from relevant communities to provide culturally and linguistically appropriate services.
 - (b) Hiring.
 - (c) Promotion and termination of staff.
 - (d) Performance evaluation.
 - (e) Grievance procedure for staff.
 - (f) Maintenance of personnel and training files, to include job description for paid staff and volunteers.
- c. Staff/Volunteer Recruitment. Recruit, to the extent feasible, persons who are former victims of domestic violence to work as volunteers or staff personnel, and make efforts to recruit staff and volunteers from relevant communities to provide culturally and linguistically appropriate services.
- d. Therapy Services. Therapy services provided by a CBDVP must be in accordance with the following definition and requirements:
- (1) Definition: Individual or group therapy based on current trauma-informed therapeutic principles generally accepted as being appropriate to domestic violence. Therapy is conducted within a theoretical framework by a qualified therapist using therapeutic techniques to identify, understand and ameliorate the effects of trauma and domestic violence. Services must reflect an empowerment model; a survivor-centered framework; and the perspective that clients' struggles are viewed not as individual pathology, but as the natural result of experiencing domestic violence (see Appendix C, 2. Service Model). Therapy service recipients may include intimate partner violence victims and their dependent children.

Family therapy that includes the abuser is not allowable through this funding.

- (2) **Qualifications:** Practitioners must be licensed or certified mental health professionals in the State of Washington and have a minimum of a master's degree in one or more of the following: mental health counseling, social work or related field. The practitioner must be knowledgeable about the principles of sound therapeutic practices with victims of domestic violence, including working with the continuum of domestic violence services, and must demonstrate trauma-informed practices sensitive to domestic violence issues in therapy.

Therapists must have regular supervision, consultation and/or review of cases, by a Washington State licensed mental health professional.

- (3) **Training:** Practitioners must complete a minimum of twenty (20) hours of initial domestic violence training that covers the topics and skills outlined in Appendix C, Section 4. Staff and Supervisor Requirements¹. Practitioners must complete six hours of ongoing domestic violence training annually.

Initial training must be completed prior to providing therapy services to clients and/or their dependent children.

Therapists providing services through this funding are required to have a Master's degree. Thus, coursework in a Master-level program will not substitute for initial or ongoing training requirements.

- e. **Location of Services.** CBDVP must have a physical location where it assists victims of domestic violence who need supportive services.
- f. **Insurance.** Successful bidders must provide insurance coverage as a condition of contracting with DSHS. The intent of the required insurance is to protect the state of Washington should there be any claims, suits, actions, costs, damages or expenses arising from any loss, or negligent or intentional act or omission of the contractor or subcontractor(s), or agents of either, while performing under the terms of the contract. At a minimum, contractors must carry the following coverage:

General Liability Insurance

The Contractor shall maintain Commercial General Liability Insurance, or Business Liability Insurance, including coverage for bodily injury, property damage, and contractual liability, with the following minimum limits: Each

¹ The Washington Coalition of Sexual Assault Programs Therapist Sexual Assault Core Training will also satisfy the initial basic training requirement.

Occurrence - \$1,000,000; General Aggregate - \$2,000,000. The policy shall include liability arising out of the parties' performance under this Contract, including but not limited to premises, operations, independent contractors, products-completed operations, personal injury, advertising injury, and liability assumed under an insured contract. The State of Washington, Department of Social & Health Services (DSHS), its elected and appointed officials, agents, and employees of the state, shall be named as additional insureds.

In lieu of general liability insurance mentioned above, if the contractor is a sole proprietor with fewer than three contracts, the contractor may choose either Supplemental Liability Insurance, Workplace Liability Insurance, or Premises Liability Insurance with the same minimum limits, but only if attached to a professional liability policy and, if selected, the policy shall be maintained for the life of the contract. The State of Washington, Department of Social and Health Services (DSHS), its elected and appointed officials, agents, and employees shall be named as additional insureds.

Business Automobile Policy

In the event that performance pursuant to the contract involves the use of vehicles, owned or operated by the contractor or its subcontractors, Business Automobile Policy is required. The minimum limits are \$1,000,000 per accident combined single limit. The Contractor's carrier must provide DSHS with a waiver of subrogation or name DSHS as an additional insured.

Subcontractors

If the Contractor is approved by DSHS to subcontract any portion of the contract, the Contractor shall ensure that all subcontractors have and maintain insurance with the same types and limits of coverage as required of the Contractor under the Contract.

- g. Supplemental Requirements. DSHS reserves the right to add and/or modify service requirements in the contract statement of work of apparently successful bidders.

Victims of Crime Act (VOCA) 2015 -2019 State Plan

- A. VOCA Funding Strategies**
- B. VOCA Percentage Allocations**
- C. Context**
- D. What We Heard: Input Received through the VOCA Planning Process**

A. VOCA Funding Strategies:

Maintain the statewide vision of services throughout the state for victims of all crimes:

The VOCA 2015-2019 State Plan is designed to address the needs of crime victims within the frameworks provided by state plans for services for victims of domestic violence, sexual assault, and other crimes. While retaining the framework of the three plans, the VOCA 2015-2019 State Plan also recognizes that certain critical victim service needs can best be met through integrated program models (serving victims of multiple types of crime) through designating an administrative home for such integrated program model funding agreements.

1. A. Funding for provision of specific services including but not limited to:

- a) Civil legal services including a portion allocated for a regional approach to providing emergency legal services across the state
- b) Sexual assault nurse examiner services (such as personnel and training costs)
- c) Therapy

B. Funding for victims of specific crimes including but not limited to:

- a) Assault
- b) Burglary
- c) Child abuse and neglect (includes child sexual abuse)
- d) Child pornography
- e) Domestic violence
- f) Drunk or drugged driving
- g) Elder abuse
- h) Hate crimes
- i) Homicide
- j) Identity theft
- k) Robbery
- l) Sexual assault
- m) Stalking
- n) Trafficking
- o) Vehicular victimization

2. Set-aside portions of the increased funding to address key recommendations regarding the needs of crime victims:

a) Programs operated by and for historically marginalized populations:

Support the enhancement and development of additional services for historically marginalized populations. Support “By and for” culturally specific services for victims of domestic violence, sexual assault, and other crimes in historically marginalized populations. Marginalized populations can include, but are not limited to, organizations or groups composed along racial, ethnic, religious, sexual orientation, and gender lines.

b) Tribes:

Support the enhancement and development of additional services for tribal members. Engage in a process with Tribes to identify the most effective methods for addressing needs of crime victims, including use of strategies which integrate services for multiple crime types when appropriate.

c) Programs serving child victims of abuse and neglect:

Support the enhancement and development of additional services for child abuse and neglect (includes child sexual abuse) including a portion allocated for child centered services (case management, forensic interviews, therapy and medical social work) provided by child advocacy programs (such as Child Advocacy Centers).

d) System based victim witness assistance programs:

Utilize a portion of the VOCA funds for development and/or enhancement of systems based **victim witness assistance services** allowable within federal requirements for the use of VOCA funding.

3. Support maintenance of effort (for current services):

a) Invest in staff retention:

Provide funding to improve service quality and stability within existing VOCA supported services through investing resources to **improve staff recruitment and retention**.

- i) Direct a portion of the increased VOCA dollars to improve recruitment and retention of staff through improving compensation (especially compensation for direct service staff) and/or increasing the number of FTE positions available to assist victims.
- ii) Require providers to submit an organizational policy and strategy for improving compensation and/or adding full-time equivalent staff positions (FTE) which identifies the positions within their organization for which compensation will be enhanced, or FTE will be increased, and the rationale for awarding the increased compensation or increasing the FTE positions.
- iii) Award increased financial support for compensation enhancement and/or FTE increase plans that appear reasonable and appropriate in relation to the goals of ensuring the availability of high quality services throughout the state.

b) **Enhance current services:**

Provide funding to **enhance current programming** and **address critical needs** identified in the planning process, including, but not limited to:

- i) Supporting needed direct emergency financial assistance to meet crime victim needs to the fullest extent permissible within VOCA funding requirements.
- ii) Encouraging development and testing of service delivery strategies that meet the needs of crime victims who may have difficulty accessing currently available services.

4. Establish a **VOCA Reserve Fund**, within the limitation of the federal requirements:

a) **Emergent and unanticipated needs** (such as the needs of victims of mass violence).

b) **Establish training bank:**

Provide funding for staff training utilizing a clear “use it or lose it” expectation including the requirement that funds may be used only for staff training expenses (e.g. registration, travel costs). Encourage providers to request adequate funding for staff training.

c) **Expand language bank:**

Provide increased funding for **interpretation** to pay for third party interpretation with “use it or lose it” expectations including the requirement that funds may be used only for interpretation costs.

B. VOCA State Plan*	
Purpose	% of VOCA funds
Grants for specific services or crime types:	20%
Including but not limited to the following examples:	
Services: civil legal assistance (including a portion allocated for a regional approach to providing emergency legal services statewide); SANE programming; therapy	
Specific crimes: assault; burglary; child abuse & neglect; child pornography; domestic violence; drunk or drugged driving; elder abuse; hate crimes; identity theft; kidnapping; sexual assault; vehicular victimization	
Set-asides:	25.5%
By & for programs	9.2%
Tribal Governments	7.4%
Child services: abuse & neglect [including a portion allocated for child centered services (case management, forensic interviews, therapy, medical social work) provided by child advocacy programs (such as Child Advocacy Centers)]	6.4%
Victim Witness assistance (system based)	2.5%
Investment in current services:	51%
Maintenance of effort	29.5%
Compensation & FTE improvements	15.0%
Enhancement and expansion	6.5%
Reserve Fund:	3.5%
Emergent issues & emergency response	1.0%
Training bank	1.5%
Language bank	1.0%
*Anticipate awarding up to the percentage listed. OCVA reserves the right to move funding between areas when underutilized.	

C. Context:

The Office of Crime Victims Advocacy (OCVA), located within the Washington State Department of Commerce, serves as the Administrator of federal VOCA Assistance funds. Historically the amount awarded to Washington State for pass-through funding has been between \$7,000,000 and \$10,000,000 per year. Early in 2015, Congress permitted a much larger amount to be withdrawn from the VOCA fund which is comprised of federal fines and property seizures. This congressional change has resulted in an increase in Washington State's award for pass-through funding, with total funds available for Washington pass-through funding anticipated to be approximately \$40,000,000 per federal fiscal year.

OCVA established the VOCA planning group to conduct a statewide planning process to guide the development of the 2015-2019 VOCA State Plan and formulate recommendations to guide the use of VOCA funds through 2019.

The VOCA planning group launched a statewide planning process which included opportunities for input from crime victims, victim service providers, law enforcement, the courts, and other interested parties. The process included a series of five in-person discussions, an online electronic survey, a feedback session at the WomenSpirit Coalition Conference, and opportunities to submit additional comments. OCVA received input from over 160 participants in five discussion sessions held in Spokane, Yakima, Shelton, and Seattle (two sessions held), as well as input from 141 respondents to the online survey, and six comment submissions. While discussion participants, survey respondents, and commenters offered differing perspectives, the input process yielded substantial consensus on key unmet needs of those hurt or harmed by crime and major challenges confronting crime victim service providers.

D. What We Heard: *Input Received through the VOCA Planning Process:*

Respondents identified retention and enhancement of current crime victim services as the highest priority for the 2015-2019 VOCA State Plan. Respondents also identified key crime victim service gaps which should be addressed through the Plan. Comments throughout the input process focused on 9 key areas (*please note: these are not in priority order*):

1. **Historically marginalized populations:**

Respondents noted that while all crime victim service providers should be expected to be culturally responsive, services provided by and for members of **historically marginalized populations** have particular value to crime victims. Respondents emphasized the need to establish a dependable base amount of funding to ensure continuity and capacity development within “by and for” organizations serving marginalized populations.

2. **Tribes:**

Respondents highlighted the needs of **crime victims in Tribal communities**; the importance of culturally specific services provided by and for Tribal members, by Tribes and affirmed the framework of government-to-government relationship between Washington’s Tribes and state government. Respondents called for consultation with Tribes to determine how best to utilize VOCA funds to assist victims of crime in Tribal communities.

3. **Child abuse and neglect:**

Respondents requested that OCVA utilize a portion of the increased VOCA funding for additional availability of services for **child abuse and neglect (including child sexual assault)** and non-offending families and caregivers of child victims.

4. **Training:**

Respondents noted the need for more, and more effective **training** for both crime victim service providers and for community resource persons who work with crime victims. Specifically the need for trauma informed training, advanced level service training, and working with complex cases training.

Washington State has received VOCA funding specifically for training and will be working to address some of the training issues through that grant. Planning for the grant will take place in the fall of 2016.

5. **Capacity building:**

Respondents strongly urged the VOCA planning group to utilize additional funding to improve the effectiveness of crime victim services through building the capacity of existing crime victim service providers to **recruit and retain highly competent staff**. Respondents noted that VOCA funded organizations currently providing crime victim services are experiencing significant barriers to service continuity and depth due to lack of capacity to provide appropriate compensation to their staff, especially to direct service staff. Concerns about inadequate staff compensation spanned all parts of the state, all types of crime, and all types of service providers. Respondents also noted that both recruitment and retention of quality staff were

negatively impacted by inadequate staffing levels which results in creating unsustainable workloads.

6. Victim witness assistance:

Respondents requested that OCVA utilize a portion of the increased VOCA funding for additional availability of system based **victim witness assistance services** throughout the state.

7. Transportation:

Respondents noted that many crime victims confront significant **transportation barriers** to obtaining the victim services they need. Respondents urged more attention to mobile service delivery strategies that would bring needed services to victims rather than requiring victims to travel to obtain services.

Grantees will be reminded that they may utilize current and increased funding to create and support responsive services.

8. Emergency financial assistance:

Respondents requested more flexibility in the use of VOCA funding to meet crime victims' essential needs including but not limited to **emergency financial assistance**. VOCA funding requirements permit the use of federal funds to meet victim emergency needs which impact the victim's immediate health and safety, subject to any restrictions on the use of federal funds. Respondents noted that VOCA service providers need greater clarity regarding the allowable uses of VOCA funds to meet victim emergency health and safety needs to ensure that victims receive assistance with essential needs within the context of permitted uses of VOCA funds.

Grantees will be urged to earmark VOCA funds for emergency financial assistance and to develop policy and protocols for spending. Grantees will be provided with guidance on allowable costs.

9. Legal services:

Respondents highlighted the need for additional funding for legal services for crime victims. Funding should be available for emergency legal services. In addition, other costs associated with helping victims participate in the criminal justice system may be allowable. These services may include emergency representation, advocacy on behalf of crime victims, and accompaniment to criminal justice offices and court.

VOCA funds cannot be used to pay for non-emergency legal representation such as for divorces, or civil restitution recovery efforts.