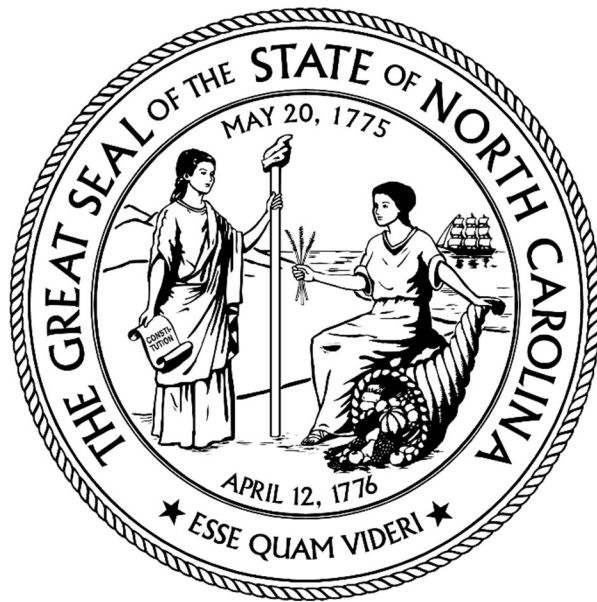


North Carolina Council for Women and Youth Involvement

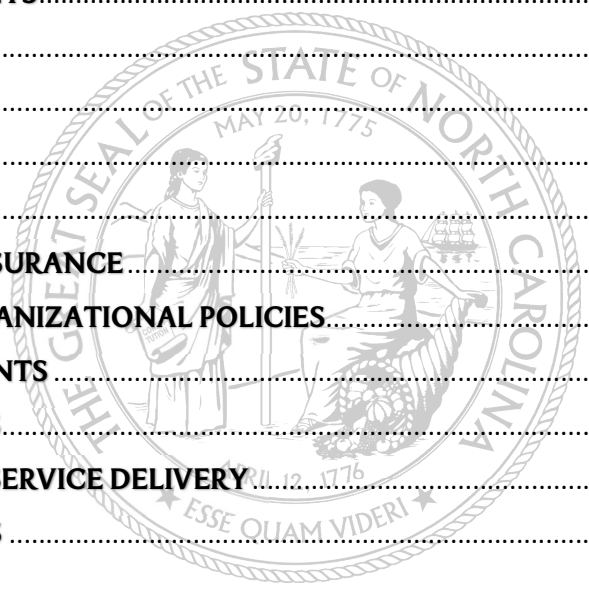


Domestic Violence Program Guidelines

March 2018

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I. INTRODUCTION

- A. The North Carolina Council for Women and Youth Involvement (NCCFW & YI) is the state's leading voice on key issues impacting women.
- B. NCCFW & YI is a departmental advocacy division within the Department of Administration that provides funding, consultation and/or technical assistance to domestic violence centers statewide.
- C. NCCFW & YI has region offices that provide consultation and technical assistance to centers as well as help with program and board development. The region office staff conduct monitoring assessments for all funded domestic violence centers in an effort to ensure compliance with the following: federal, state and local laws, North Carolina Administrative Code provisions, other criteria as established by NCCFW & YI and evidenced & best practices in service delivery.

II. PURPOSE

- A. The purpose of the Domestic Violence Program Guidelines is to provide all recipients and their program administrators receiving funding from the NCCFW & YI with directives on administrative, programmatic and fiscal requirements.
- B. Domestic Violence Centers provide immediate safety, and supportive services to improve the long-term social and emotional well-being of those seeking safety.

III. POWERS AND DUTIES

- A. The N.C. Council for Women and Youth Involvement's functions and duties:
 1. To advise the Governor, the principal State Departments, and the State Legislature concerning the education and employment of women in the State of North Carolina.
 2. To advise the Governor or Secretary of Administration upon any matter relating to the following programs and organizations.
 - i. North Carolina Internship Council and the North Carolina State Government Internship Program.
 - ii. SADD (Students Against Destructive Decisions)
 - iii. State Youth Councils.
 3. To advise the Secretary of Administration upon any matter the Secretary may refer to the Council.
- B. § 50B-9. Domestic Violence Center Fund.
 1. The Domestic Violence Center Fund is established within the State Treasury. The fund shall be administered by the Department of Administration, North Carolina Council for Women, and shall be used to make grants to centers for victims of domestic violence and to The North Carolina Coalition Against Domestic Violence, Inc.
 2. The Domestic Violence Center Fund is the primary source of state funding for domestic violence centers. Mandated services with those funds are a hotline, transportation services, community education programs, daytime services, and call forwarding during the night and centers shall fulfill other criteria established by the Department of Administration.

IV. MISSION STATEMENT

- A. Raising awareness state-wide of the impact of Violence against Women and community resources available to serve victims. Collecting and distributing information about the status of women. Acting as a resource for local and regional Councils/Commissions for

Women. Collaborating with other groups and individuals working on behalf of women. Assuring that necessary services, policies and programs are provided to those in need and strengthening existing programs. Reviewing applications, awarding grants and monitoring programs providing self-sufficiency development for women and families in transition.

V. FUNDING SOURCES

A. Domestic Violence Center Fund

1. The primary source for state funding for domestic violence centers. Mandated services with those funds are a hotline, transportation services, community education programs, daytime services and call forwarding during the night, other criteria as established by the Department of Administration.

B. Marriage License Fees

1. Allocated to recipients that receive funds from the Domestic Violence Center fund; therefore, criteria for service delivery is the same. Mandated services with those funds are a hotline, transportation services, community education programs, daytime services, and call forwarding during the night and centers shall fulfill other criteria established by the Department of Administration.

C. Divorce Filing Fees

1. Required to provide the following mandatory services: Job Counseling, Job Training/Job Placement, Financial Services, Health Education & Educational Services.

D. Family Violence Prevention and Services (FVPSA)

1. The primary federal funding stream dedicated to the support of emergency shelter and related assistance for victims of domestic violence and their children.
2. FVPSA is the primary federal funding stream dedicated to the support of emergency shelter and related assistance for victims of domestic violence and their children. The Family Violence Prevention and Services Program is committed to:
 - i. FVPSA is also administered by the NCCFW & YI; however, the majority of these guidelines apply to the state funds and the FVPSA coordinator should be consulted for any specific requirements.
 - ii. Providing shelter and other supportive services for victims and their children.
 - iii. Coordinating statewide improvements within local communities, social service systems, and programming regarding the prevention and intervention of domestic violence through the leadership of State Domestic Violence Coalitions and FVPSA State Administrators.
 - iv. Increasing public awareness about the prevalence of domestic violence, dating violence and family violence.
 - v. Supporting local and community- based domestic violence programs with specialized technical assistance addressing emerging issues such as trauma-informed care; the co-occurrence of domestic violence and child maltreatment; culturally specific domestic violence services; and effective interventions for children exposed to domestic violence
 - a) Cited from the Family and Youth Services Bureau of the Administration for Children Youth and Families website

VI. GRANT APPLICATION

- A. Programs must apply annually to the NCCFW & YI for their funding. Applications will be submitted per the direction of the NCCFW & YI staff.

VII. GRANT AWARD

- A. Recipients will receive an initial grant award announcement from the NCCFW & YI.
- B. Please note that the initial grant award announcement occurs at a different time each year due to the General Assembly' Budget Process.
- C. Funds cannot be released to Domestic Violence Centers until the funds are appropriated by the General Assembly and the grant award agreement is fully executed. Grant contracts cannot be issued for completion until a certified budget notice is received by NCCFW & YI. Upon notice of the certified budget, contracts will be made available to centers. Upon execution of the grant award agreement funds may be released.
- D. Domestic Violence Centers must complete the grant award agreement pursuant to the direction of NCCFW & YI staff.
- E. NCCFW & YI funding is intended to supplement the overall funds the Centers receives and not be the primary source of funding for the Centers. All payments to Domestic Violence Centers are contingent upon funding availability. The MLF and DFF funding are issued for distribution by the Administration Office of the Courts at fluctuating amounts and dates that are beyond the control of NCCFW & YI.
- F. Domestic Violence Centers shall ensure that all sub-contracts and sub-recipients, if any, provide all information necessary to permit the programs to comply with the standards, responsibilities, and obligations.
- G. A commonly used reserve goal is 3-6 months expenses. At the high end, reserves should not exceed the amount of two years' budget. At the low end, reserves should be enough to cover at least one full payroll according to the Nonprofits Assistance Fund.

VIII. FUNDING ELIGIBILITY

A. Domestic Violence Program

1. Recipients that receive domestic violence funding must adhere to the North Carolina General Statute (G. S.) §50B-9, § 143C-6-23 and §09 NCAC 03M. 0101-09 NCAC 03M.0205
2. Recipients that receive domestic violence funding must display the appropriate logos as determined by the North Carolina Council for Women & Youth Involvement on their website and published documents.
3. Recipients that receive the domestic violence state appropriation also qualify to receive a pro-rata share of the marriage license fees and divorce filing fees.
4. To qualify all applicants shall:
 - i. Shall be a local unit of government or a private, non- profit organization;
 - a) Shall operate for one year providing the domestic violence basic services prior to applying for the domestic violence funds;
 - ii. Shall comply with audit requirements and grant monitoring;
 - iii. Shall comply with the provisions of the grant contract;
 - iv. Shall maintain compliance with agency contracting;
 - v. Shall have a Board of Directors that receives board training annually;
 - vi. Shall provide timely and accurate program and financial reporting to the Council.
 - vii. Shall not have supplanted federal, state, or local funds that in the absence of state funds would be available for any portion of the program.
 - viii. NCCFW & YI reserve the right to suspend payments during a corrective action or improvement plan. Upon successful completion of the corrective action or improvement plan funding may resume. Failure to remedy insufficiencies noted can result in termination of contract and funding.

B. Domestic Center Funds must have a 20% match of grant appropriations.

C. Domestic Violence Centers are allowed up to 20% for administrative cost of the grant appropriations.

D. Match does not apply to Marriage License Fees and Divorce Filing fees.

IX. PROGRAM FEES FOR VICTIM SERVICES

- A. Services shall be free of charge when possible. Centers shall not charge fees for Crisis Services and Telephone Hotlines, Legal and Court Advocacy, Medical and Emergency Room Advocacy, Support Groups and Shelter Services.
- B. Any fees charged for enhanced services shall be based upon sliding scale fees for those able to pay. Contact your Region Director for assistance.
- C. Centers shall not charge residents fees for food, personal hygiene products or other items.
 1. Food and other essential items shall be provided free to shelter residents.
- E. Clients shall not be required to purchase food or items which must be shared with other residents.

X. MATCH REQUIREMENTS

- A. Match Requirements
 1. Centers are required to match state appropriated funds 20% of the total award. (Does not apply to marriage license fees and divorce filing fees).
 2. The match must be generated locally. (Ex. If the total grant award is \$10,000, a \$2,000 match is required). The source of the match must be specified in the grant application/agreement.
 3. Examples of sources for a local match include:
 - i. Fundraisers
 - ii. Grants from private organizations (ex. Churches, foundations, businesses, etc.)
 - iii. United Way
 - iv. Local Government units (city and county government)
 - v. In-kind goods or services calculated at fair market value (volunteer board hours for required board attendance may not be utilized)
 - vi. In kind can include real property, non-expendable personal property.
 4. Match cannot be other state or federal grants

XI. COMPLIANCE REQUIREMENTS

- A. Accounting Requirements
 1. All Recipients must adhere to the reporting requirements outlined in NCGS §143C-6-23, North Carolina Administrative Code (NCAC) Chapter 9 and the contract between the recipient and the NCCFW & YI/DOA.
 2. The North Carolina Council for Women & Youth Involvement will be utilizing the North Carolina Center for Non-profits 2015 Non-profit Compliance Checklist to assist with certain accounting requirements.
 3. Shall have filed their articles of incorporation.
 4. Filed IRS form 1023 to apply for federal corporate tax exemption and made it available to the public.
 5. Requested state corporate income and franchise tax exemption.
 6. Filed Form 990, 990-EZ, 990-PF (for private foundations), or 990-N (e-Postcard) and made your forms for the past three years publicly available.
 7. Reported and paid tax on Unrelated Business Income (UBIT) and made your Form 990-T for the past three years publicly available.
- B. Applied for a state charitable solicitation license, renewed it every year, and included the required disclosure statement on all your fundraising materials.

- C. Provided donors with acknowledgement letters for “quid pro quo” gifts and all gifts of \$250 or more.
- D. Confirmed that any contract fundraisers or fundraising consultants are licensed.
- E. Complied with the Uniform Prudent Management of Institutional Funds Act (UPMIFA) in investing and spending from endowed and other restricted funds.
- F. Updated their registered agent’s name, phone, and physical addresses with the N.C. Secretary of State.
- G. Applied for exemption from local property taxes.
- H. Collected sales tax on items they sold and remitted these funds to the State.
- I. Applied for refunds of state and local sales and use taxes that you have paid.
- J. Adopted and adhered to policies on conflict-of-interest, gift acceptance, Form 990 review, whistleblower, and document retention and destruction.
- K. Elected 501(h) status to have clearer and more generous limits on your lobbying than if you stay with the default option called the “insubstantial part test”.
- L. Registered with the state as a lobbyist principal or solicitor (organizations) and as a lobbyist (individuals), as well as filed quarterly reports.
- M. Applied for an Unemployment Tax Number and paid State Unemployment Tax.
- N. Obtained Workers’ Compensation Insurance?
- O. Ensure that board members understand their fiduciary duties.
- P. Properly classified all employees and independent contractors.
- Q. Properly classified all employees as either exempt or non-exempt.
- R. Used comparability data to determine executive compensation.
- S. Followed all state and federal employment laws including: filing I-9, W-2, W-4 forms; withholding tax; paying employment taxes; putting up posters; and paying for overtime.
- T. Created a plan document for your employee retirement plan and electronically filed a Form 5500.
- U. Studied current reporting requirements for any funds that your nonprofit receives through the State.
- V. File all monthly reports, biannual reports and yearly reports as required by the North Carolina Council for Women & Youth Involvement.
- W. Pay for overtime that is consistent with state and federal laws.
 - 1. Reference the N.C. Center for Non-profits 2015 Noncompliance Checklist
- X. All recipients that are city and county government shall abide by the local Government Budget and Fiscal Control Act of the State of North Carolina.

XII. ALLOWABLE COSTS

- A. Operating Expenses:
 - 1. Rent of office or shelter space
 - 2. Utilities for office or shelter
 - 3. Expendable supplies and materials
 - 4. Equipment (i.e. printers, copiers, fax machine)
 - 5. Postage
 - 6. Communications (i.e. telephone, pager, etc.)
 - 7. Education (i.e. videos, books, training costs)
 - 8. Printing of publications
 - 9. Emergency shelter costs (motel, hotel)
 - 10. Client costs (i.e. food, transportation, medications & other financial assistance)
 - 11. Professional services
- B. Repairs & Maintenance of Agency Owned Property
 - 1. Can be charged to grant only when the Recipient owns or is purchasing the property.
- C. Insurance Fees/Bonding

1. Are allowable -- i.e. fire, theft, property, personal liability insurance policies and bonding for persons handling funds.
- D. Audit
1. Are only allowable if the agency receives \$500,000 or more in state funds and/or federal pass-through funds and has prior approval from the assigned grants administrator.
- E. Volunteer Expenses:
1. Service related expense reimbursement, training cost and volunteer appreciation costs.
- F. Use of Funds
1. Recipients shall ensure that state funds are utilized for the purpose of the grant as outlined by 9 NCAC 03M.0201- 9 NCAC 03M. 0205
 2. 9 NCAC 03M. 0201 - *Allowable Uses of State Financial Assistance*. Expenditures of State financial assistance by any recipient or sub recipient shall be in accordance with the cost principles outlined in the Code of Federal Regulations, 2 CFR, Part 200. If the State financial assistance includes federal sources, the recipient or sub recipient shall ensure adherence to the cost principles established in the Code of Federal Regulations, 2 CFR, Part 200.
 3. It is the responsibility of the grant recipient to verify that the use of funds is consistent with the Cost Principles.
 4. NCCFW & YI reserves discretion in the use of funds awarded to a domestic violence center in the form of a final determination on allowable costs.
- G. Allowable Costs (Not Exhaustive List)
1. Staff Salaries
 - i. Must relate directly to the execution of proposed domestic violence services. Centers are strongly encouraged to offset staff resources with volunteer efforts in order to maximize cost effectiveness and to encourage participation and support by the local community. Consultant fees are not considered salaries.
 2. Fringe Benefits
 - i. Benefits allowable under this grant include FICA, unemployment insurance, health insurance, hospital, life insurance, worker's compensation and retirement.
 3. Travel
 - i. Total amount of travel and per diem charged to the grant funds must not exceed 10% of the total grant.
 4. Mileage
 - i. Reimbursed up to current state rate on organization business.
 5. Registration Fees
 - i. Not to exceed \$400 per person per conference or workshop unless prior approval given by the assigned Grant Administrator and Region Director.
 6. Meals
 - i. Incurred on organization business reimbursed in accordance with state rates.
 7. Room Charges
 - i. For organization business reimbursement at actual or up to current in-state rates (not including taxes).
 8. Out-of-State Travel
 - i. Must have prior approval by the assigned Grants Administrator and Region Director and are reimbursed in accordance with state rates.

XIII. UNALLOWABLE COSTS

- A. Unallowable Costs (Not an Exhaustive List) Grant funds shall not be used for the following purposes:
1. Petty cash
 2. Loans, mortgage payments, property taxes
 3. Entertainment costs, food for staff or board meetings, social activities, alcoholic beverages, flowers
 4. Debt payments, fines or penalties
 5. All costs associated with lobbying or activities designed to influence legislators or public officials to support or vote against specific legislation
 6. Construction of new property or addition, remodeling or other capital improvements
 7. Costs of tickets, prizes, dinners, or other fundraising expenses
 8. Parking fees or fines
 9. Use of any grant funds to supplant any other federal, state, or local funds
 10. Costs of consultants (unless assigned Grants Administrator gives prior approval)
- B. Any costs not shown in allowable costs nor itemized in this section may be considered unallowable, please verify with your assigned Grants Administrator and Region Director.

XIV. ADMINISTRATIVE COSTS

- A. Administrative costs associated with NCCFW & YI funds shall not exceed 20% of the domestic violence program grant appropriation. Administrative or M&G costs are expenses allocated for the overall function and management of the agency, rather than for the direct conduct of program services.
1. Examples of Administrative or M&G costs include (but are not limited to):
 - i. Board of Directors, Committee and staff meetings (unless held in connection with specific program or fundraising activities)
 - ii. Legal/Accounting/Financial Services
 - iii. Office management and general office supplies
 - iv. Publication and distribution of an annual report
 - v. Salary, FICA, fringe benefit expense for non-direct service staff time (i.e.: grant writing/compliance reporting, board meeting preparation, monthly financial reconciliations, etc.)
 - vi. Percentage of rent and utilities not associated with program delivery
- B. When assessing line items charged to the grant, ask is this expense associated with carrying out direct services of the program?

XV. INTERNAL CONTROLS

- A. Budget
1. Actual expenditures or outlays from state grant funds shall not exceed the budgeted amounts for each line item or for the total grant.
- B. Internal
1. Written internal control and accountability shall be in place to maintain the integrity of all grant cash, real and personal property, and other assets. All property shall be used for authorized purposes only.
- C. Checks
1. Two signatures on checks over \$500 unless pre-approved by the Region Director. (Recommended signatures are a Board member and staff, not two staff) The use of debit cards is discouraged. Staff members must not sign their own pay checks.
- D. Source Documents

1. Accounting records shall be supported by source documentation, such as canceled checks, paid bills, payrolls, time and attendance records, contract and sub-grant award documents, etc. Records shall be kept for five years after audit.
- E. Equipment Inventory
1. Safeguard all purchases and assure that they are used solely for authorized purposes. Maintain an equipment record and inventory control for all fixed assets, equipment purchases or donations. Equipment records shall also indicate discarded or disposed of equipment or trade-ins.
- F. Liquidation of Obligations
1. Recipient shall settle all obligations incurred under the grant award agreement no later than 90 days after the end of the funding period.

XVI. INDEMNITY, LIABILITY INSURANCE

- A. Domestic Violence Centers shall maintain fire, theft, property, automobile and personal liability insurance according to the grant contract.
- B. Shall have the necessary and appropriate insurance to cover theft and fraud. (Please consult with your insurance carrier)
- C. Domestic Violence Centers shall have appropriate insurance to cover buildings and/or clients in the event of accidents or loss. (Please consult with your insurance carrier)
- D. Boards shall have Officers and Directors insurance for their own protection.

XVII. ADMINISTRATIVE & ORGANIZATIONAL POLICIES

1. Each Recipient must have the following written policies prior to receiving NC CFW funding:
 2. Conflict of Interest Policy
 - i. Centers shall have a conflict of interest policy on file prior to receiving NCCFW & YI funds.
 3. Non-Discrimination Policy
 - i. Centers shall have a written policy on non-discrimination which states that the center will not discriminate against staff, volunteers, or center's clients based on age, disability, gender identity or expression, race, creed, sexual and religious orientation or national origin.
 4. Organizational Code of Conduct Policy
 - i. Centers shall have a written policy on the expectations of the center and its employees pertaining to rules and regulations which could include any payments for illegal acts, indirect contributions, rebates, bribery.
 5. Internal Controls Policy
 - i. Centers shall have a written policy on maintaining records that are relevant and material to the proper administration of its financial and programmatic activities.
- B. Those records shall include, but not limited to:
1. Written policies and procedures that address personnel issues, financial policies and procedures that address items such as cash receipts, cash disbursements, payroll, travel and purchasing practices.
 2. Supporting documentation such as pre-numbered receipts, canceled checks, time sheets, invoices and contracts, which support the accounting records.
 3. Budgets with supporting documentation such as budget requests and approval notifications.
 4. Formal accounting records such as check registers, journals, and general ledgers.
 5. Whistleblower Policy
 - i. Centers shall have a written policy that is intended to encourage and enable employees and others raise serious concerns without fearing retaliation.

6. Confidentiality
 - i. Centers shall have a written confidentiality policy approved by its Board of Directors.
 - ii. The policy shall govern the sharing of information internally as well externally.
 - iii. Centers shall maintain a data collection system that protects the confidentiality of the clients including storing files in locked cabinets.
 - iv. A confidentiality statement shall be signed by all employees, board members and other volunteers and kept on file.
 - v. Access to files should be limited to any staff/and or volunteers doing direct case management on an as needed basis.
7. Personnel Policy
 - i. Centers shall have written personnel policies governing the center's operations. At a minimum, the policies should contain hiring and termination procedures including grievance procedures, and leave policies including holiday, overtime and compensatory pay.
 - ii. All employees, including the Executive Director, shall complete timesheets for each pay period, documenting the time worked on a project or program, number of hours to be charged to particular budget or project and with the supervisor approval.
 - iii. All staff should be provided with a copy of the agency's policy and procedure manual.

XVIII. REPORTING REQUIREMENTS

- A. Centers shall adhere to the contractual reporting requirements and other requirements as established by the NCCFW & YI/Department of Administration.
- B. Failure to comply with all reporting requirements and all reporting deadlines will result in the withholding or non-issuance of grant funds.
- C. Failure to comply with any reporting requirements can lead to the possible termination of the grant contract which shall result in suspension of grant funds.
- D. Financial Reports
 1. Budget Transfer Request Form
 - i. May 31st is the final deadline that the Council will accept budget transfer requests.
 2. Domestic Violence Grant Monthly Expenditure Reports (State appropriations only)
 - i. All programs must submit a monthly report to the assigned grants administrator and its region office by the fifteenth of each month. The report is considered late if the assigned grants administrator receives the report on the sixteenth.
 3. Marriage License Fee/Divorce Filing Fee Monthly Expenditure Report
 - i. All agencies operating a domestic violence center and receiving the domestic violence state appropriations must submit a marriage license fee/divorce filing fee monthly report to the assigned grants administrator no later than the fifteenth of each month. The report is considered late if the assigned grants administrator receives the report on the sixteenth.
 - a) For further information, contact your Grant Administrator and/or Region Director.

XIX. CLIENT SERVICE REPORTS

- A. Semi-Annual Statistical Report
 1. All programs must submit the semi-annual statistical report by e-mail to the NCCFW & YI service mail box, and to the Region Director's Admin by January 20th and July 20th.

2. Agencies that serve multiple counties must submit a separate report for clients served in each county.

XIX. LAWS IMPACTING BASIC SERVICE DELIVERY

A. It is the responsibility of all agencies to verify and confirm that they are complicit with all state, federal and local laws. (Fair Housing Laws prohibit housing discrimination-Refer to the listed laws whenever processing persons into services).

1. FAIR HOUSING ACT
 - i. 42 U.S.C. § 3601, et seq.
2. STATE FAIR HOUSING ACT
 - i. N. C. Gen. Stat. § 41A-1, et seq.
3. Title VI of Civil Rights Act of 1964
 - i. 42 U.S.C. § a 200d, et seq.
4. Rehabilitation Act of 1973
 - i. Section 504 29 U.S.C. § 794
5. Americans with Disabilities Act
 - i. 42 U.S.C. § 1201 et seq.
6. FVPSA
 - i. Family Violence Prevention Services Act
7. VAWA
 - i. Violence Against Women Act and Department of Justice Reauthorization Act
8. FERPA
 - i. Family Educational Rights and Privacy Act
9. HIPAA
 - i. The Health Insurance Portability and Accountability Act
10. CLERY
 - i. The Jeanne Clery Disclosure of Campus Security Policy and Campus crime Statistics

XX. PROGRAM BASIC SERVICES

A. Required Basic Services for Domestic Violence Centers (not an exhaustive list)

1. Office Location
 - i. The programs shall operate an office located within the county for which funding is requested that is open Monday– Friday during normal business hours and is accessible to clients. The office cannot be located in a residence.
2. Service Requirements
 - i. Services cannot be denied based on a client’s immigration status, age, disability, gender identity or expression, race, creed, sexual and/or religious orientation or national origin.
3. Hotline Services
 - i. Staff members and/or volunteers that work with the hotline must receive adequate training on responding to the needs of callers including: assessing the caller’s immediate safety and need for emergency services, providing crisis intervention services, developing a safety plan, providing supportive listening, how to describe the program’s services and providing information on community services.
 - ii. Agencies that operate a domestic violence and sexual assault program are encouraged to consolidate the program hotlines and cross train the staff/volunteers responsible for providing hotline coverage to maximize service support to callers.

- iii. Programs shall maintain a confidential crisis telephone line that operates twenty-four (24) hours a day, seven (7) days a week.
- iv. During regular office hours, callers must have access to a trained advocate. While immediate response by a trained advocate at all times is preferred, programs may utilize answering services after regular business hours. At no time may calls be answered by an answering machine.
 - a) If an answering service is utilized, the person answering the phone must clearly identify themselves as a representative of the domestic violence hotline. For example, calls may not be answered “211” or “911.”
 - b) If answering service is utilized, a trained advocate must be able to safely connect with the caller within a maximum of one hour. An immediate “patch-through” connection is strongly preferred.
 - c) Business line, voice mail system shall provide callers with the ability to directly connect to a trained advocate. The information on how to reach a trained advocate must be provided immediately upon reaching the voicemail system, not at the end of the message.
 - d) It is recommended that the program utilize the services of the Language Line (1-877-886-3885) in order to accept and assist foreign language callers.
- 4. Crisis Intervention and Referral Services
 - i. Programs shall provide crisis intervention services to clients by telephone, computer and/or in person.
 - ii. Programs must have access to local community resources information to provide to clients.
- 5. Transportation Services
 - i. Programs shall provide or coordinate with other community transport services, if available, to provide clients transportation to access needed services. Needed services may include legal, housing, employment, medical, and government benefits.
 - ii. Programs are encouraged to network with community organizations such as law enforcement to provide transportation.
- 6. Shelter Services
 - i. Programs shall provide or coordinate emergency shelter for clients and their families who are fleeing violence. Simply providing the client with phone numbers of nearby shelters is not sufficient coordination. The Domestic Violence program should safely maintain contact with the family until safe lodging has been established. Shelters are strongly encouraged to develop memorandums of understanding with shelters in surrounding counties to outline referral procedures and transportation arrangements for clients who need to relocate outside of their current county of residence.
 - ii. Shelters shall have a written intake process, including procedures for ensuring safety for victims with mental or physical health concerns, male children or those with substance abuse issues.
 - iii. Staff or volunteers shall be on site at the shelter at all times when the shelter is occupied.
 - iv. The shelter services shall provide the basic needs of the clients including: safety, food and hygiene products. Program resources shall be used to cover these expenses. Shelter residents shall never be required to purchase any of these items for the purpose of sharing with other residents.
 - v. The shelter should provide lockable storage for each family for protection and private accessibility of medication and other valuables.
 - vi. Shelter residents shall be offered complimentary services which may be available through the program, such as advocacy, peer or professional

counseling, or court accompaniment. If these services are coordinated through another location, staff shall assist with arranging transportation so that shelter residents have access to other program staff.

- vii. The shelter should be located in an undisclosed location or in a facility which offers enhanced security, such as an alarm system.
- viii. Shelter beds should not be reserved for “in-county” residents. Shelters are strongly encouraged to develop memorandums of understanding with shelters in surrounding counties to outline referral procedures and transportation arrangements for clients who need to relocate outside of their current county of residence.
- ix. Any time that a family is not accepted into shelter because of lack of space, the program is required to assist the family with locating alternate safe shelter and to safely maintain contact until a viable alternative is located. The referring program is further required to continue coordination of services for the family, as appropriate such as transportation back for court appearances. If the referral is to another domestic violence shelter, the provision of services will be coordinated as outlined in the memorandum of understanding between the programs. Generally, the program accepting the client will be primarily responsible for the provision of services in that county.
- x. Shelter services may not be denied based whether or not an individual sought a protective order or other legal remedy.
- xi. Criminal background checks, drug and alcohol testing are not appropriate for victims seeking emergency crisis services and shall not be performed or used as criteria for admission to a crisis shelter.

7. Advocacy and Support Services

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

8. Community Education

- i. Programs shall provide the community information on the dynamics of domestic violence, the importance of supporting efforts to reduce it, and how to prevent domestic violence.
- ii. Programs shall provide professional training to groups and organizations about appropriate identification and response to domestic violence as well as prevention strategies.
- iii. Programs shall have brochures, materials, etc. that outline available program services and other community resources, for adults and children.

- iv. Materials should be translated into the languages spoken by the local population.
 - v. Community education should be geared to address the diversity of the population served in your community.
 - vi. Offer community education training program to disability related services providers, including independent living centers, longer term care facilities and faith communities, on recognizing the symptoms of abuse and the characteristics of potential batterers.
 - vii. In order to end domestic violence, training and education must be provided to enhance service delivery to and from all agencies and practitioners in the continuum of care.
9. Divorce Filing fees
- i. Job counseling
 - a) Specifically designed for DV survivors entering the job market, taking into consideration their previous absence from the job market, their lack of recent paid work experience, and building upon the skills and experience possessed by the client.
 - ii. Job training and job placement
 - a) Services to train and place DV survivors for and into available jobs in the public and private sectors.
 - iii. Health education and counseling
 - a) Services with respect to general principles of preventive health care, including, but not limited to, family health care, nutrition education, and the selection of physicians and health care services.
 - iv. Financial management
 - a) Services with information and assistance on all aspects of financial management, including, but not limited to, insurance, taxes, estate and probate matters, mortgages, and loans.
 - v. Educational services
 - a) Including information services concerning available secondary and post-secondary education programs beneficial to DV survivors seeking employment, and information services with respect to all employment in the public and private sectors, education, health, public assistance, and unemployment assistance programs.
 - vi. Referral, follow-up and advocacy.

XXI. STAFF TRAINING

- A. Staff shall receive training to perform their duties. All direct service providers shall have a minimum of 20 hours yearly of subject specific training prior to providing any services for clients.
1. This means all new employees, as well as volunteers and staff who perform direct services, must receive a minimum of 20 hours of training yearly about domestic violence and related issues as well as training about their specific job responsibilities. On-the-job training is acceptable, provided that the new employee is continuously supervised by another trained and qualified staff member. Programs who wish to propose alternate training arrangements may have them approved in consultation with their Region Director.
 - i. The program may reduce the number or required training hours in consultation with the Region Director for new employees who have years of experience serving domestic violence victims.
 2. Due to the prevalent co-occurrence of domestic and sexual violence, all domestic violence staff should also be trained about sexual assault, even in programs which do not provide sexual violence services as a primary part of their mission.

3. Each staff member's supervisor should work with them to develop an annual staff development plan, which is kept on record at the program office.
 4. Resources for training include: The North Carolina Coalition Against Domestic Violence, the North Carolina Coalition Against Sexual Assault, the North Carolina Victim's Assistance Network, the Region Directors, training coordinated by the program, other domestic violence programs, and other county-based service providers.
 5. Training requirements may be met by providing the Region Director with Certificates of Attendance issued to the attendee by the provider of the training which include the topic of the training and the number of hours. The Region Director may request additional information, including the agenda of the training and/or materials provided at the training to determine compliance.
- B. Agencies that operate both domestic violence and sexual violence programs should cross train staff to enable them to respond to an emergency situation regarding either issue.

XXII. CONFIDENTIALITY

- A. Victims have the right to complete confidentiality.
1. Anyone who works with a victim, enters a building, a shelter where victims may be staying or receiving services should sign a confidentiality agreement.
 2. For safety, confidential and ethical reasons, when a client or former client is observed in the community, it is inappropriate and perhaps even dangerous to acknowledge or speak to that individual unless approached.
 3. By law victims also have a privilege to refuse to disclose and to prevent any person from disclosing confidential communications they have shared with a victim counselor, an advocate, a volunteer or anyone else working with them who has not received the required 20 hours of domestic violence training and any other requirement that is required by their professional licenses and/or certifications.
 4. Access to files/written information should be limited.

XXIII. COMMUNICATION ACCESS SUPPORT

- A. The use of interpreters may be needed at times in order to effectively deliver services to non-English speaking clients; however, children shall not be used as interpreters.
- B. It is recommended that the program utilize the services of the Language Line (1-877-886-3885) in order to accept and assist non-English speaking clients.
- C. The use of sign language or spoken (foreign) language Interpreters may be needed at times in order to effectively deliver services to non-English speaking clients; including individuals who are Deaf, Deaf-Blind or Hard of Hearing that communicate using sign language.
1. In North Carolina, sign language interpreters are required to be licensed. (G.S. 90D)
 2. It is recommended the program utilize the *Sign Language Interpreter Directory and not citizens in the community that have not been trained by the authorizing authority.*

XXIV. SERVING VICTIMS WITH SPECIAL NEEDS

- A. Intellectual & Developmental Disabilities, Mental Health, Substance abuse-nontraditional needs
1. Recipient shall not discriminate against clients who choose not to receive treatment but should balance the survivor's needs with the safety issues regarding other clients and staff and continue to assist the survivor at every level possible.
 2. Education on substance abuse should include referrals to substance abuse service providers with experience helping domestic violence survivors.
 3. In Serving Persons with Disabilities: The agency shall follow the Fundamental Elements of Accessibility (developed by the North Carolina Office on Disability and

Health) in providing services:

<http://fpg.unc.edu/sites/fpg.unc.edu/files/resources/curricula/NCODH-FEA-guide.pdf>

XXV. CULTURAL SENSITIVITY

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

XXVI. BOARD OF DIRECTORS

- A. All not-for-profit recipients must be governed by a Board of Directors with members who represent the demographic profile of the community, as well as businesses, government services, legal, educational, religious, and other systems. An advisory committee is strongly recommended for all other entities.
1. The following committees are mandatory:
 - i. Finance Committee;
 - ii. Human Resources Planning/Personnel Committee; and
 - iii. Resource Development/Fundraising Committee.
- B. Recipients shall have a board approved succession plan and strategic plan on file for review by the Council.
- C. Recipients shall have a corporate notebook, containing approved board meeting minutes for three years. The notebook must also contain the last three years 990 forms, the program's bylaws and the agency's 501(c) 3 letter (if applicable).
- D. Please contact your NCCFW & YI Region Office for Board Training availability.
- E. The board shall designate one or more seats for domestic violence survivors. A board member's status as a survivor shall remain confidential at the discretion of the board member. However, the board chair, executive director, and the region director shall be given knowledge of the board member's status in order to meet compliance with the guidelines.
- F. New board members shall receive orientation at the beginning of their responsibility and operations management.
- G. Members will receive annual site visits or other assessments by the NCCFW & YI on these topics and other topics appropriate to the needs of the program to ensure adequate training and service provision.
- H. Board orientation and training may be provided by a Region Director of the NC CFW & YI.
- I. Board training not delivered by council staff must be approved by the Council for content.
- J. Boards shall have regularly scheduled meetings and keep written records of meetings, which contain date, time, place of meeting, members attending, decisions, motions, etc.
1. Copies of approved board minutes shall be submitted in a timely manner (following approval by the board) as directed by the Region Director and kept on file for review by the Council staff during site visits.
- K. Boards shall have an active Finance Committee to monitor financial management of the agency.
1. The committee shall submit a written report at each board meeting for the entire Board to review.
 2. The treasurer must be a member of the Finance Committee.
 3. Copies of the finance report shall be submitted in a timely manner as directed by the Region Director and kept on file for review by the Council staff.
- L. Human Resources Planning/Personnel and Resource Development Committees of the board are required.

- M. Public Relations/Marketing and Strategic Planning Committees of the Board are not mandated committees but recommended
- N. Board of Directors deficiencies and or management deficiencies are a potential basis for suspension and/or termination of funding.

XXVII. NCCFW & YI REVERSIONS

- A. Grant funds are issued on a quarterly basis to recipients. In an effort to deter multiple reversions of state issued grant funds, NCCFW & YI has implemented the following guideline:
 - 1. When a recipient has monetary reversions over two consecutive grant cycles of more than \$2000, or 10% of the total grant award (whichever is the higher amount) that recipient will be assessed by the NCCFW & YI to evaluate the recipient's ability to expend any future state issued grant funds. Such assessment may result in non-issuance of NCCFW & YI funds.

XXVIII. A LIVING DOCUMENT

- A. The Domestic Violence Program Guidelines are intended to be a living document; changes will occur over time as information about the state grant program is updated.
- B. Domestic Violence program recipients are encouraged to contact the assigned Region Director or Grant Administrator for ongoing technical assistance, networking, support and advice.
- C. Questions or recommendations for updates to the Domestic Violence Guidelines are welcomed and should be sent via email to your NCCFW & YI Region Director. Staff contact information is available on the NCCFW & YI website.

XXIX. RESOURCE WEBSITES

- A. **Funding Agencies**
 - 1. North Carolina Council for Women & Youth Involvement
 - i. (<https://ncadmin.nc.gov/advocacy/women>)
 - 2. Governor's Crime Commission/Department of Public Safety
 - i. (<https://www.ncdps.gov/>)
- B. **Advocacy Organizations**
 - 1. North Carolina Coalition Against Domestic Violence
 - i. (www.nccadv.org)
 - 2. North Carolina Coalition Against Sexual Assault
 - i. (www.nccasa.org)
 - 3. North Carolina Victim Assistance Network
 - i. (www.nc-van.org)
- C. **State Government Resources**
 - 1. North Carolina Administrative Code
 - i. (<http://reports.oah.state.nc.us/ncac.asp>)
 - 2. North Carolina Department of Public Instruction
 - i. (<http://www.ncpublicschools.org/>)
 - 3. North Carolina General Statutes
 - i. (<http://www.ncleg.net/gascrpts/Statutes/StatutesTOC.pl>)
 - 4. North Carolina Office of the Auditor
 - i. (<http://www.ncauditor.net/pub42/>)
- D. **Federal Government Resources**
 - 1. Office of Management & Budget
 - i. <http://www.whitehouse.gov/omb/>

