

## SEXUAL ASSAULT PROGRAM STANDARDS

The overall goal of these standards is to increase victims' safety and ensure victims have access to services that meet their self-defined needs. Program services should be relevant to the populations that exist within the community.

### I. SERVICES

1. **Crisis Line.** Programs shall develop their own, or be part of a larger community's 24-hour crisis line so that survivors of sexual violence can speak directly to an advocate. Answering machines, voice mail or other electronic devices, with the exception of TDD/TTY equipment, shall only be used as emergency back-up.
2. **General Services.** Programs shall provide services and/or referrals for primary and secondary sexual assault victims which include, but are not limited to:
  - a. Crisis intervention;
  - b. Short-term emotional support;
  - c. Assistance in securing emergency services such as shelter, food, child care, clothing and other necessities;
  - d. Transportation as necessary and appropriate;
  - e. Information and referral;
  - f. Assistance to survivors during medical procedures;
  - g. Assistance to survivors during law enforcement investigations;
  - h. Assistance to survivors during civil, criminal and/or family court activities and other legal matters;
  - i. Assistance to survivors in filing victim compensation claims;
  - j. Assistance to survivors in accessing human/social/family services; and
  - k. Assistance with interpretation, translation and culturally appropriate materials.
3. **Supportive Group Interaction.** Programs shall provide opportunities for survivors of sexual violence to participate in safe and supportive group interaction.

### II. STAFF DEVELOPMENT

Programs shall provide a formalized orientation and training for new employees, volunteers and board/advisory members. In accordance with MN § 595.02 (subd. 1(k)) and OJP sexual assault advocate training guidelines, the organization shall provide for a minimum of 40 hours of training on sexual violence as well as ongoing direct supervision and training for all paid and unpaid staff who work with survivors of sexual violence.

Programs shall provide for ongoing training opportunities for their employees and volunteers, utilizing both in-house and outside training sources.

### III. COMMUNITY EDUCATION & OUTREACH

Programs shall provide at least four presentations to community service groups, civic organizations, special populations, professional organizations or school groups on the nature and scope of victimization, prevention strategies, available agency services, the root causes of sexual violence and the need for social change.

Programs shall also impact public awareness through various means such as planned events, distributing brochures, contact cards and posters, media use, inclusion in community service provider directories, local phone book listing, and by other means as resources allow.

#### **IV. SYSTEMS CHANGE & PROFESSIONAL TRAINING**

Programs shall work to improve the community's and the system's responsiveness to the needs of victims of sexual violence through training and informal contact with persons having contact with victims. This may include those working in law enforcement, court services, legal representation, corrections, health, education, social services, and the ministry. Programs shall work to secure sensitive, effective policies, procedures, protocols and practices for working with victims of sexual violence. Systems change efforts prioritize the needs and rights of victims, rather than institutions.

#### **V. PARTNERING**

Programs shall identify and be knowledgeable of other professional service providers and system's staff in their area. Programs shall actively work to improve their relationship with involved agencies to better serve victims of sexual violence. Programs shall partner with agencies in order to promote cooperative service, better manage resources, and to enhance the overall response to victims of crime. Partnering may involve cooperative training and community events, professional memberships, collaborative workgroups and agreements, information sharing, community provider networks, referral agreements, interagency feedback and service evaluations, administrative and programmatic resource sharing, and other creative means.