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Maryland Network Against Domestic Violence

Domestic Violence Program Standards
2013

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Starting structure based on committee input 04.19.13

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Guiding Principles

Provide access to physical and emotional **safety** for survivors of domestic violence and their children in a **continuum of care** environment.

Dedicate our program to **empowering** survivors of domestic violence by partnering with them to strategize for their safety, to provide access to supportive services and safe accommodations, to make available opportunities for education and healing, and to advocate for victims to assist them in reaching self-defined goals.

Respect the **privacy and confidentiality** of victims and their children by collecting only essential, necessary information, by keeping records and client information confidential to the fullest extent of the law, and by respecting their personal belongings.

Honor the language and spirit of local, state, and federal **laws, regulations, and grant requirements** that govern domestic violence service provision, provided that they are conducive to victim safety, client confidentiality, and abuser accountability.

Respect the **culture and customs** of survivors, staff, and volunteers by honoring differences and by making reasonable accommodations that allow everyone to participate in the program to the fullest extent possible.

Foster a **trauma-informed**, welcoming environment for survivors and their children that recognizes the impact of abuse and promotes self-sufficiency, independent decision-making, and safer futures.

Partner with local governmental and community organizations to foster effective **collaborations** that improve victims' access to services and justice and that enhance victim safety and abuser accountability.

Revised by committee 04.19.13

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Non-Residential Program Standards

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Hotline & Crisis Response

Hotline refers to crisis intervention, information and referral provided 24 hours a day, every day of the year, by any means of communication, by qualified, trained staff members or volunteers. Comprehensive domestic violence programs are required to receive and respond to crisis calls on a 24-hour basis (COMAR 01.04.05A1).

Service Standards and Guidelines

1. A domestic violence hotline must provide 24 hour crisis access to domestic violence services.
2. The hotline number must be widely distributed, listed, advertised, and be available from local information services within the domestic violence program's service area.
 - a. The domestic violence program should engage in culturally appropriate and linguistically specific marketing of the hotline number. The key demographics of the community should be taken into consideration when determining how to market the hotline to the community.
3. To ensure 24 hour hotline accessibility, domestic violence programs must ensure that they have the capacity to adequately respond to the volume of calls so that callers can get through without reaching a busy signal.
4. In case of emergency, such as losing power or failure of hardware, domestic violence programs must have a backup plan to be able to receive hotline calls that protect a caller's privacy.

Starting draft based on committee input 04.19.13

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Residential Program Standards

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Standards for Administration

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