

**FY 18-19 PROGRAM POLICY REVIEW FOR CENTERS**

**Center:** \_\_\_\_\_

Program Policies	YES	NO	COMMENTS
<b>Did the Center submit updated Program Policies?</b> (If no, put monitor name and date in "Comment" field)			
<b><i>If an <span style="color: red;">UPDATED</span> Policy has been submitted, does it contain the appropriate content per the FCADV Standards &amp; FAC 65H-1 ? (Complete checklist only for updated policies)</i></b>			
<b>Provision of Services</b>			
a. Policy states that the Center will provide services to eligible individuals as defined within this section, regardless of race, religion, color, national origin, gender, age, mental or physical disability, sexual orientation, citizenship, immigration status, marital status, gender identity, or language spoken.			
b. Policy states that the Center is prohibited from performing background checks on individuals who are seeking or receiving services.			
c. Policy states that individuals eligible for center services include, but are not limited to survivors of domestic violence and their dependents who are currently in danger, who are fearful of being in danger, or who have been in danger of being emotionally, physically or sexually abused.			
d. Policy states the Center is required to provide reasonable accommodations according to Title III of the Americans with Disabilities Act (ADA) to survivors living with disabilities. Accommodations include, but are not limited to, admittance of service animals in shelter and providing alternative formats of printed materials upon request.			
e. Alcohol or Drug Use Abuse and Addictions: Services shall not be withheld from individuals solely because of their use of alcohol or drugs. Behaviors incongruent with community living may affect an individual's eligibility to remain in shelter.			
e. Written protocols outlining the location(s) and methods through which shelter, counseling and other services will be delivered to adult and minor males. Alternative housing may include hotels, safe homes, or homeless shelters for adult males.			

## FY 18-19 PROGRAM POLICY REVIEW FOR CENTERS

**Center:** \_\_\_\_\_

Program Policies	YES	NO	COMMENTS
f. Policy outlining priorities or restrictions to survivors whose former residents are outside of the center's service area and shall not prohibit acceptance of out of area referrals.			
<b>Shelter Services</b>			
a. Policy states that the allowable stay available to eligible individuals shall be at least six- (6) weeks.			
b. Policy or procedure addresses accommodating service animals in compliance with the ADA and Fair Housing Act.			
c. Policy or procedure addresses admitting into shelter emotional support animals.			
d. Policy or procedure addresses admitting and accommodating caretakers in shelter with survivors who require special care.			
<b>Hotline</b>			
a. Hotline protocol shall include information on confidentiality and documentation of calls.			
b. Hotline protocol must address crisis intervention services when they are provided via technological avenues other than by telephone, such as by email, text messaging, and other social media.			
c. Protocol regarding call-forwarding to non-center locations must address the following issues:			
1) The potential for family members or other non-authorized persons to answer or pick up on (by way of an extension line) a hotline call.			
2) The potential for a personal answering machine to pick up and intercept a hotline call.			
3) The potential for calls to be routed to a cellular telephone while the advocate is in a public place.			
4) The potential of a staff's personal telephone lines to be traced or identified through "caller ID" or other features.			

## FY 18-19 PROGRAM POLICY REVIEW FOR CENTERS

**Center:** \_\_\_\_\_

Program Policies	YES	NO	COMMENTS
d. Protocol for answering TDD/TTY and telephone relay calls.			
<b>Center Staffing and Documentation Procedures</b>			
a. The Center has written supervisory and training procedures for all domestic violence center staff and employees.			
a. The Center has an established protocol that defines criteria and steps for implementing the back-up system in case of emergencies.			
b. The Center has a policy for periodic supervisory staffing to assess the progress of staff in assisting program participants in attaining their goals.			
c. The Center has a policy and protocol to accommodate the cultural and dietary needs of participants.			
d. The Center has a safe travel protocol for shelter residents.			
<b>Grievances</b>			
a. The Center has a written grievance procedure that is provided to each program participant.			
b. The Grievance Procedure includes procedures to follow if an individual believes she has been wrongfully denied access to center services.			
c. The Grievance Procedure includes procedures to follow if an individual chooses to express dissatisfaction about her experience with services received.			
d. The Grievance Procedure includes procedures to follow if an individual chooses to express dissatisfaction about an action(s) of center staff.			
<b>Incident Reporting and Response Procedure</b>			
a. The Center has a written policy to assure that major incidents are properly addressed and recorded.			
<b>The Rule</b>			
a. Written policy & procedure that identify who is eligible for services and how those services are accessed.			

**FY 18-19 PROGRAM POLICY REVIEW FOR CENTERS**

**Center:**

---

Program Policies	YES	NO	COMMENTS
b. Written policy & procedure for maintaining safety, confidentiality and privacy of program participants.			