



Minimum Program Standards

For

Certified Domestic Violence Centers

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Florida Coalition Against Domestic Violence

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Minimum Program Standards for Certified Domestic Violence Centers

INTRODUCTON

In the early 1990's, the Florida Coalition Against Domestic Violence (FCADV) membership initiated the process for enhancing standards for all Certified Domestic Violence Centers. To ensure consistency in philosophy and in quality of services from center to center, members of FCADV conceived and drafted minimum standards for domestic violence residential and outreach services.

In developing these standards, the members identified a set of shared beliefs that guided the development of comprehensive and respectful practices. The minimum standards are founded on the following beliefs:

- That women who are battered shall be empowered to make their own choices, even when we may not agree with their choices
- That the Certified Domestic Violence Centers' services will reflect a philosophy of empowerment and self-determination
- That the quality of services shall be consistent from center to center so women who are battered can have reasonable expectations of consistency of services

FCADV members produced these standards in an effort to provide a blueprint for centers in planning, developing, implementing and improving domestic violence services for battered women and their children. The *Minimum Standards for Certified Domestic Violence Centers* document is inclusive of all center services, both residential and outreach programs, unless otherwise specified. Each center is responsible for developing policies and procedures based on their regional, demographic, architectural, cultural and programmatic diversity. It is intended that the centers' policies will be localized and expanded in order to address the unique characteristics of the domestic violence center. As such, the minimum program standards serve as a point of departure for policy and procedure development and are to be utilized in conjunction with the FCADV *Minimum Administrative Standards*.

It is noted that gender specific language is used to refer to recipients of services. Since the majority of victims of battering are female and the majority of persons who seek residential and outreach services are women, the female gender is used to refer to those who seek services. However, this is not to suggest that centers cannot nor do not offer services to male victims of abuse.

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FLORIDA COALITION AGAINST DOMESTIC VIOLENCE

Minimum Program Standards for Certified Domestic Violence Centers

Policy Title: Eligibility for Shelter Services

Purpose: To assure equal provision of services to survivors of domestic violence and their dependents, and any other family member or any other member of the residence who might be in danger or threatened with danger.

Statement of Policy:

Centers shall make every effort to 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 or language spoken.

Individuals eligible for services from domestic violence centers include, but are not limited to:

Victims 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.

To be considered eligible for domestic violence shelter services, individuals should be:

- A. Adults or legally emancipated minor (disability of age).
- B. Abused, or in fear of being abused, by their current or former intimate partner.
- C. Have no safe place to go. (Centers do not decide for the individual that she should go somewhere else, but can discuss with her if there are other safe options. If bringing the individual into shelter is prohibitive due to lack of bed space, centers shall make every effort to secure alternative safe housing.)
- D. Be willing to consent to abide by program guidelines.

Centers may expand upon these criteria as appropriate and as defined within their individual eligibility policies to include such individuals as trafficked and/or prostituted individuals or extended family members. Centers may choose to include minors granted permission by a parent, guardian or a judge's order. Decisions to accept other minors should be made on a case-by-case basis.

Accommodating Individuals with Special Needs and Special Circumstances

Out of Area Referrals

Although centers have a responsibility to serve individuals who live in their geographic service area, centers will maintain a written protocol outlining priorities or restrictions to serving survivors whose former residences are outside of the center's service area. Centers will make every effort to provide safety planning for all who request services. Centers will make every effort to shelter individuals who, for safety reasons, need shelter and they previously resided outside of the center's service area.

Alcohol or drug abuse and addictions

Domestic violence centers shall not withhold services from individuals solely because of their use of alcohol or drugs. Centers shall have a written policy stating that behaviors incongruent with community living may affect an individual's eligibility to remain in a shelter.

Assisted Living

Individuals who require special care due to a mental or physical disability shall be eligible for shelter with their caretakers.

Male Survivors

Centers shall provide equivalent services, either on site or through collaboration with other agencies, for adult males and dependent males who accompany a parent or guardian to the shelter. Shelters will maintain written protocols outlining the location(s) and methods through which shelter, counseling and other services will be delivered to adult and minor males. Alternate housing may include hotels, safe homes, or homeless shelters for adult males.

Traditionally Underserved Populations

Shelters shall make every effort to provide for the needs of elder battered women; individuals in same-sex relationships, persons with disabilities, and those from diverse cultural backgrounds, including non-English speaking survivors.

Length of Stay

The center's maximum allowable stay available to individuals shall be at least six weeks. Upon entering shelter, centers shall inform residents of any conduct and/or conditions that may affect their eligibility status and reduce their length of stay. A resident's service management status is to be reviewed weekly. The resident and the shelter will define progress on an individual basis to determine length of stay.

Restrictions on Acceptance into Shelter

Former residents may need to return to shelter numerous times in order to be safe. Thus, domestic violence centers shall not limit the number of times an individual may re-enter the shelter, nor require a time limit before re-entry is allowed. Shelters should not maintain a "no re-admit" list. If a former resident who may have been involuntarily exited from shelter needs to return to shelter, the center will assess whether circumstances have changed that mitigate a previous circumstances.

Criteria for Non-Acceptance into Shelter

In some instances, applicants for services may be ineligible for shelter services. If a survivor of domestic violence is denied shelter, she will be informed of the reason for denial. The extent to which the following criteria may affect the long-term or future eligibility for services must be evaluated and documented on a case-by-case basis. Criteria for ineligibility may include the following:

- A. An individual's use of violence or threats of violence.
- B. An individual previously asked to leave a shelter due to credible threats to harm others.
- C. An individual with a history of disruptive or abusive behaviors during the provision of services. There shall be reason to believe that these behaviors may reoccur.
- D. An individual's continued presence compromises the safety of the shelter. Suggestions will be made for safe alternate accommodations.
- E. An individual's behavior after intervention disrupts the ability of other survivors/children to receive safe and effective services. Behaviors include:
 - 1. Possession of illegal substances.
 - 2. Possession of firearm(s), stun-gun(s), or any other weapon(s) that may threaten or cause harm.
- F. An individual who is not capable of self-care and for whom secure, appropriate caretaker services are not available.
- G. An individual who is a danger to others.
- H. An individual who cannot maintain confidentiality of other residents.
- I. Disclosure of the shelter location is not automatic cause to disqualify a person from re-admission. Each case will be evaluated for safety.

Involuntary Exiting

Shelters will make every effort to work with residents in order for them to remain in shelter. Except for conduct that compromises the safety of others, the shelter staff will develop with the survivor a plan designed to resolve the issue(s) leading to an involuntary exit. However, residents may be asked to leave due to credible threats to others, disruptive or abusive behavior, or compromised safety of the shelter.

Shelters shall not use a point-based demerit system or any similar system to determine exiting of a program participant.

Involuntary exiting may be appropriate if:

- A. The shelter has made every effort to inform the resident of the problem/conduct, and
- B. The resident is informed that if the problem/conduct is not corrected, this may result in involuntary exiting, and
- C. The resident is provided with every opportunity to correct the problem/conduct, and
- D. After repeated informed discussion, a resident chooses not to correct the problem conduct that disrupts other survivors' ability to receive safe and effective services.

Space Limitations

If a domestic violence shelter cannot admit new residents because it has reached its stated bed capacity, every effort shall be made to facilitate admission to safe, alternate accommodations. This placement may include, but not be limited to hotel/motels, FCADV sister shelters, homeless shelters, or other facilities that can provide safe refuge.

If, after acceptance, an individual is determined ineligible for shelter, center staff will:

- A. Refer the individual(s) to other appropriate services.
- B. Assist the individual(s) with finding transportation, if needed, to receive other services.

Policy Title: Grievances

Purpose: To assure appropriate grievance procedures exist for survivors who wish to register a complaint about center services, facilities, and staff.

Statement of Policy:

Domestic violence centers will develop a written grievance procedure that is to be provided to each program participant upon acceptance into the center and its services. This grievance procedure will include, but not be limited to, the following:

- A. Procedures to follow if an individual believes she has been wrongfully denied access to a domestic violence center's services.
- B. Procedures to follow if an individual chooses to express dissatisfaction about her experience with services received through the domestic violence center.
- C. Procedures to follow if an individual chooses to express dissatisfaction about an action(s) of domestic violence center staff.

Policy Title: Incident Reporting and Response Procedure

Purpose: To assure proper response and reporting of serious incidents involving domestic violence center program participants, staff, volunteers or visitors.

Statement of Policy:

Domestic violence centers will develop and implement a written policy to assure major incidents are properly addressed and recorded. Incident reports will be written when there are injuries, accidents, events, or circumstances affecting the health, safety, or well-being of staff, volunteers, visitors, vendors, facilities, or program participants.

Domestic violence center staff shall be informed of the center's policies. Provisions will be made for evaluating the severity of the incident and any follow-up actions needed.

Centers shall report major incidents to the Florida Coalition Against Domestic Violence according to guidelines established by the State of Florida.

Policy Title: Shelter Staffing and Documentation Procedures

Purpose: To assure that Certified Domestic Violence Centers provide appropriate and quality services to survivors.

Statement of Policy:

To assure continued quality of services, domestic violence centers will develop and implement written supervisory and training procedures for all domestic violence center staff and employees

Staffing Procedures to Assure Quality Services

Shift Coverage:

- A. Domestic violence centers must provide on-site shelter staff 24 hours a day, 7 days a week when a survivor is residing at the shelter, and/or when the center’s hotline is answered at the shelter facility.
- B. Regardless of the shift worked or additional assigned duties, advocates must be immediately responsive and accessible to a shelter resident or hotline caller.
- C. All domestic violence centers must develop and implement a back-up system for use during emergencies. A supervisor or designee shall be available “on call” with a pager, cell phone, or other procedure that allows for immediate response. Each shelter must establish a protocol that defines criteria and steps for implementing this back-up system.
- D. All domestic violence center employees and volunteers having direct contact with survivors and /or their related documents shall complete 30 hours of initial domestic violence training and become registered for privileged communications, as provided in Florida Statutes.
- E. All domestic violence centers must provide supervision for staff. Each center shall have policies of staff supervision. Personnel records shall be maintained according to agency policy and generally accepted standards. Regular staff meetings shall be held with supervisors and staff and minutes shall be maintained. Volunteers who serve as unpaid staff may participate in staff meetings and receive equivalent supervision. Documentation of staff performance issues will be provided according to the domestic violence center’s personnel policies.

Shelter Services

All centers will provide core services and will provide documentation on who, where and how those services are delivered. As stated in Chapter 65C-6.002 Certification, centers shall provide all of the mandated services as outlined in Section 39.905 (1)(c), F.S. which include, but are not limited to, “information and referral services, counseling and case management services, temporary emergency shelter for more than 24 hours, a 24-hour hotline, training for law enforcement personnel, assessment and appropriate referral of resident children, and educational services for community awareness relative to the incidence of domestic violence, the prevention of such violence...”

A. Every resident in shelter will be provided safe emergency shelter. Safe shelter includes, but is not limited to:

1. A structurally safe building, including, but not limited to doors, windows, and other external accesses that are intruder-resistant.
2. Confidentiality of stay in shelter.
3. Available safety information during shelter stay.
4. Emergency safety planning.
5. Healthy accommodations annually inspected by local health and fire inspectors.
6. The shelter shall provide all residents with emergency food, clothing, hygiene items and access to telephones. When medical services are needed, the center will make every effort to assist shelter residents obtain these services.
7. Assurance of advocate-victim privilege.

All adults in residence for 72 hours or more must have an individualized service plan. The service plan must be resident centered and must be revised according to the individual needs of the resident.

Domestic violence centers must develop a safe travel protocol for all shelter residents. All protocols must contain a provision for travel to the domestic violence shelter for admission. The protocol must reflect the needs of shelter residents for local travel and specify whether the resident will provide her own transportation or whether the center or other public/private transportation providers will provide transportation.

Exit Interview

All centers must document attempts to provide an exit interview with each resident prior to their departure from the domestic violence shelter. Centers shall develop and provide a final exit interview form and update the existing safety plan for this process. Minimum categories on this exit interview form include:

- A. Assessment of programs and services; equal access to services without discrimination; assessment of respectful treatment by staff; knowledge of domestic violence dynamics; children's services; safety planning; and goal planning.
- B. All centers must assist survivors in developing and revising their safety plan. The plan will be designed to meet the needs and to link her to outreach services upon exit from the shelter facility.

Confidentiality of Shelter Stay

In accordance with Section 39.908, Florida Statutes (see Appendix A), centers must protect survivor privacy by not disclosing the identity or location of persons in residence at a domestic violence shelter and by the restriction of visitors to the shelter. A copy of this statute should be readily available to center staff/volunteers when confronted with confidentiality issues, for immediate reference, especially when attorneys, law enforcement or process servers are attempting to locate a victim of domestic violence.

Policy Title: Hotline

Policy Purpose: To assure expedient and efficient services of domestic violence centers' crisis hotlines.

Statement of Policy:

Domestic violence centers will assure that hotline advocates have advocate-victim privilege before handling hotline calls and will provide protocols for responding to hotline calls which includes, but is not limited to, information on confidentiality and documentation.

Training

- A. Prior to receiving calls, hotline staff will complete FCADV approved domestic violence training.
- B. Hotline staff will qualify and register for privileged communications with FCADV, as required by Florida Statutes.

Staffing

- A. Hotlines will be answered by domestic violence center staff or volunteers 24 hours a day 7 days a week.
- B. Sufficient staff will be maintained to assure expeditious answering of telephones (e.g. by three rings).
- C. Hotlines will be answered directly by trained staff and/or volunteers of domestic violence centers. The use of commercial or mechanical answering services is prohibited.
- D. The use of switchboard operators to answer hotlines is permitted only for the purpose of directing calls to a hotline counselor. The FCADV statewide hotline may be answered by a prompting device. The use of answering devices or commercial telephone answering services to cover the local domestic violence center crisis line is not permitted.
 - 1. Advocates will make every attempt to avoid placing callers on hold prior to completing an initial danger/lethality assessment.
 - 2. Switchboard calls will be transferred immediately to a hotline counselor.
 - a. If the hotline counselor is engaged on another call, the switchboard operator will speak with held caller at least once each two minutes. The purpose of this contact is to monitor safety as well as to notify the caller as to the status of the call.
 - b. The hotline counselor will be notified of the waiting call and work with the original caller to assure both calls receive necessary attention.

E. Hold/Transferring calls

1. All calls should be assessed for safety prior to hold/transfer.
2. No call should be on hold without follow-up contact.

F. Multiple lines

1. Set priority through safety and lethality assessment required.

G. Administrative and outreach phone lines.

1. Anyone answering the telephone shall be trained to assess and assist hotline callers.
2. After-business hours, weekends & holidays, administrative and outreach phones shall be answered by answering devices that clearly direct callers to the hotline

Protocol

- A. Callers will be immediately assessed for danger and lethality followed by a safety plan appropriate to their situation.
- B. As needed, each caller will be informed of FCADV's toll free hotline number (1-800-500-1119) or the local center's crisis-line number to assure quick, free access.
- C. Callers will be offered appropriate local and statewide information and referrals (I&R), if requested.
- D. Staff will respond with available resources as appropriate to meet the safety needs of callers.
- E. Callers will be asked if they need further support.

Confidentiality

- A. Cellular or portable telephone limitations: If the center is using a cell phone or a portable phone, the caller **must be made aware that confidentiality cannot be guaranteed** and be advised of alternate, confidential methods to complete the call (see Appendix C, Florida Domestic Violence Centers Confidentiality Issues, p.23):
 1. Ask caller not to identify self
 2. Identify safety concerns
 3. Advise caller that you are changing to a land line phone if feasible

If staff becomes aware that the caller is on a cellular or portable telephone inform her that confidentiality cannot be guaranteed because it is not a secure line.

- B. Inform caller of caller-ID, call block and *69 constraints.
- C. Call forwarding: Centers will consider call forwarding of hotlines as an emergency or “last resort” measure to assure staffing of the hotline. When call-forwarded, it is the responsibility of the center to assure the safety and confidentiality of hotline callers. Some issues that must be addressed through written protocols when calls are forwarded to non-center locations include:
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. For example, some answering devices pick-up prematurely or when call-waiting is activated. Machines that are set on a minimum number of rings may pick up before a staff person can get to the phone.
 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.

Documentation

All hotline calls will be documented, including calls from professionals and third parties, in a standard manner.

Policy Title: **Support Services**

Purpose: **To assure that quality support services are provided within domestic violence center programs.**

Parameters

- A. Participation in support services should be voluntary.
- B. Counseling, service management and advocacy services offered by domestic violence centers shall be empowerment-based, woman-centered and survivor-directed. In empowerment-based support services, survivors receive the support and assistance of trained center staff.

Methodology

Support services will be provided in a manner best suited for individual survivors. Domestic violence center services and outreach services may include individual and group support services.

- A. Empowerment-based support sessions will be provided to individual program participants. Staff trained in techniques of individual, one-on-one support shall provide these sessions.
- B. Support group meetings may be provided, as appropriate.

Restricted Methods

- A. Couples counseling, in any form, will not be provided by domestic violence centers.
- B. Family counseling that includes the presence of an alleged batterer will not be provided by a domestic violence center.
- C. Support groups shall be gender specific and not be offered as mixed-gender groups. Based on the discretion of center personnel and in consultation with survivors who are transgendered, an exception to this standard may be appropriate and should be allowed.

Mediation

If mediation is court-ordered, centers will provide appropriate advocacy and safety planning. Centers are encouraged to offer to provide domestic violence training to mediation personnel.

Section 44.102, 2(b) Florida Statutes:

In circuits in which a family mediation program has been established and upon a court finding of a dispute, will refer to mediation all or part of custody, visitation, or other parental responsibility issues as defined in s. 61.13. Upon motion or request of a party, a court will not refer any case to mediation if it finds there has been a history of domestic violence that would compromise the mediation process.

Types of Support Services

Counseling is defined as any individual or group interaction facilitated by center staff for the purpose of addressing needs of adult or child participants. Counseling may include educational counseling, e.g., survivor receives information on the dynamics of domestic violence; crisis counseling, e.g., survivor discusses and assesses with an advocate the risk involved in her immediate circumstance; supportive counseling, e.g. survivor participates in one-on-one, regular counseling sessions with an advocate/counselor; and/or, peer counseling, e.g., survivor participates in a survivor-facilitated support group meeting.

A. Service management is defined as any individual or group interactions facilitated by center staff for the purpose of addressing needs, identifying resources, supporting decisions, and/or coordinating any activities pertaining to the accomplishment of her goals. Service management will be based upon survivor-identified goals. A standardized or “cookie cutter” formula is inappropriate. Service management meetings will reflect, at least, the following:

1. Survivor-identified priorities according to her needs
2. Identification of resources available to the individual
3. Support given the survivor in identifying goals and setting priorities. Goals will be documented in a service plan.
4. Internal and external referrals to assist in goal/objective achievement.
5. Progression toward completion of goals and objectives.
6. Adaptation of individual’s goals as other needs emerge.

B. Advocacy is initiated with the permission of the survivor and is defined as the direct and active support of survivor’s process of achieving her goals.

1. Advocacy contacts addressed to individuals or groups not employed by the domestic violence center shall not be initiated without the survivor’s direct permission.
2. Center staff, through documentation on an agency-approved Release of Confidential Information Form, will provide proof of permission. Note: The Release of Information form must contain the following:
 - Victim’s name
 - Specific information to be released (a new form is to be executed for each new piece of information to be released)
 - To whom information is to be given
 - Specific expiration date for release of information
 - Victim’s signature
 - Revocation statement, e.g., “This consent is subject to my revocation at any time except to the extent that the program which is to make the disclosure has already taken action in reliance on it.”
3. Advocates will provide only information necessary to achieve the goal of each individual advocacy contact.

Documentation of Support Services

A. Documentation for Counseling and/or Service management for each shelter resident housed 72 hours or more and each non-resident who has received three (3) or more separate counseling sessions will contain at least:

1. Demographic data
2. Lethality assessment
3. Safety Plan
4. Description of the abuser
5. Individualized Service Delivery Plan
6. Child Assessment (if applicable) (see Appendix D Child/Youth Initial Risk Assessment)
 - If a child's service management file is established it will be kept in a separate file from the accompanying adult.
7. Permission to provide supportive services to the children (if applicable)
8. Centers must advise residents that contracted persons who provide routine or situational services to centers are allowed to come to the center/shelter to deliver services on a periodic basis. For her safety, the resident should be informed of the contracted persons' names in advance of the visit in the case that she may choose to avoid the possibility of being seen by, or having contact with that person.
9. Notification of Exceptions to Confidentiality. Residents must be advised of an advocate's duty to release confidential information in the follow circumstances:
 - Reporting child abuse
 - Summoning emergency services, such as fire officials or law enforcement
 - Maintaining safety and health standards of shelter facilities
10. Release of Liability form
11. Informed Consent to Release Confidential Information form(s)
12. Exit interview or documentation of an attempt to interview or of unavailability of the survivor to conduct the exit interview

B. Documentation for Advocacy Shall Include:

1. Demographic data and appropriate releases of information as needed.
2. Document dates of advocacy and contact.

C. Documentation for Service Notes Shall Include:

1. All notes shall be entered in chronological order.
2. All notes shall have initials or signature of counselor/case manager/advocate.
3. Entries shall be made immediately after all survivor contact.
4. Correction fluid shall not be used. Errors shall be corrected by drawing one line through it, writing "error" and initialing this change; then continuing with note.
5. Only necessary facts shall be recorded. Record that the appointment occurred – avoid such notations as "missed 3 sessions" or "refused to attend group". Advocate's personal commentary or observations shall not be written in the survivor's service notes.
6. Notes shall not contain any diagnosis, clinical assessments, or advocates' personal opinions.
7. Notes on one survivor shall not include other survivors' names.

D. Documentation of Safety Planning Shall Include:

1. Phone logs shall indicate that safety planning was offered during hotline calls.
2. Service notes or a standardized form shall indicate safety planning was explained and discussed during initial residential and outreach initial interview.
3. Service notes or a standardized form shall indicate safety planning was discussed, or an attempt was made to discuss safety planning, when the survivor's plans changed, or when an event occurred that indicated a need to modify the plan to address the event, eg., she applies for an injunction for protection; the injunction is not granted; the batterer is released from jail; the batterer finds her in shelter; she accepts a job; she purchases a vehicle; or, a court order is issued against the batterer.

E. In the event of the use of computer-generated service notes or survivor records, it is the responsibility of each domestic violence center to assure confidentiality of information. Each center must maintain a written policy and accompanying procedures that reflect security measures. These must contain, but not necessarily be limited to:

1. A generalized policy stating the responsibility of all staff and volunteers to assure victim confidentiality.
2. A standardized protocol for creating victim data by computer shall:
 - a. State which data entries are allowable and those that are not.
 - b. Outline the use and storage of disks.
 - c. Outline the use and protection of hard-drive storage (including protocols for use of passwords).
 - d. Outline use and methods of network systems backup and storage.
 - e. Require the use of passwords when computer network systems are used.
 - f. Outline protocols for the creation, routing and storage of hardcopy materials generated from computer-based records.
 - g. Assure that access to computerized confidential records will be protected by the use of appropriate software and passwords.
 - h. Assure the establishment of protocols for timely download or deletion of client-related information when computers are shared without use of passwords.
3. A standard protocol for the security of stored information shall address:
 - a. The disposal of hard drives and other memory devices.
 - b. Use of other memory devices (disks, USB/flash/jump drives, external hard drives).
 - c. How data leaves the office (funders/reports).
 - d. Retention of records in an electronic format.

In the event a protocol includes use of a computer's recycle bin, staff will be required to delete the information from the recycle bin (or other appropriate mechanism) as a final step in the process of deleting confidential files.

Assessing for Appropriate Services

A. During initial contact with survivors, staff shall assess for the following:

1. Eligibility for support and intervention services
2. Immediate safety
3. Batterer's potential for lethality

4. Closely analyze dynamics in same-sex relationships to assure the person requesting services is the survivor, rather than the perpetrator.
5. Special needs based on differing abilities
6. Special needs based on the requirements of a person's self-identified religious, cultural, ethnic, immigration status, geographic factors or other affiliation(s)
7. Other appropriate services

Appointments and Availability of Services

- A. Intervention staff, whether residential or outreach, will be available during times convenient to the survivor.
- B. All program participants shall be informed of who is available to provide advocacy and assistance, how they may access this advocacy and assistance, and the center's requirements for service management.
- C. The advocate shall assist the survivor to develop a safety plan, as necessary, for traveling to and from appointments that are away from the shelter.

Policy Title: Children's Services

Purpose: To assure that quality support services are provided within domestic violence center programs.

Statement of Policy: Domestic violence centers shall provide ongoing, core services for children and teens who accompany the parent or guardian survivor to shelter or who is referred to the center for outreach services.

As prescribed in F.S. 309.55(1)(c), services must exist that address assessment and provide appropriate referral of resident children. FCADV requires the Children/Youth Initial Risk Assessment be conducted within 72 hours of being in shelter. For children up to four years of age, the center may develop its own approach to assessment of the Children/Youth Initial Risk Assessment. The assessment may be accomplished by talking with the parent/guardian survivor to explain the assessment process and confidentiality guidelines. If a child is under age four, advocates may discuss with the parent/guardian any incidents of violence the child may have witnessed or overheard, as well as any developmental issues the child may be facing. For children over age four, the advocate will need to explain the assessment process and have parent/guardian sign permission for the child to be assessed by advocate. Once that has been accomplished, advocate will complete assessment with the child and offer ongoing supportive services to the child. Services provided to children shall include age-appropriate safety planning. In cases where the parent/guardian does not grant permission to assess the child, advocate only needs to document as such in the parent's file and respect the wishes of the parent/guardian.

APPENDIX A

FS 39.908 Confidentiality of Information

The 2005 Florida Statutes

Title V - JUDICIAL BRANCH

Chapter 39 - PROCEEDINGS RELATING TO CHILDREN

39.908 Confidentiality of information received by department or domestic violence center.--

- (1) Information about clients received by the department or by authorized persons employed by or volunteering services to a domestic violence center, through files, reports, inspection, or otherwise, is confidential and exempt from the provisions of s. 119.07(1). Information about the location of domestic violence centers and facilities is confidential and exempt from the provisions of s. 119.07(1).
- (2) Information about domestic violence center clients may not be disclosed without the written consent of the client to whom the information or records pertain. For the purpose of state law regarding searches and seizures, domestic violence centers shall be treated as private dwelling places. Information about a client or the location of a domestic violence center may be given by center staff or volunteers to law enforcement, firefighting, medical, or other personnel in the following circumstances:
- (a) To medical personnel in a medical emergency.
 - (b) Upon a court order based upon an application by a law enforcement officer for a criminal arrest warrant which alleges that the individual sought to be arrested is located at the domestic violence shelter.
 - (c) Upon a search warrant that specifies the individual or object of the search and alleges that the individual or object is located at the shelter.
 - (d) To firefighting personnel in a fire emergency.
 - (e) To any other person necessary to maintain the safety and health standards in the domestic violence shelter.
 - (f) Information solely about the location of the domestic violence shelter may be given to those with whom the agency has an established business relationship.
- (3) The restriction on the disclosure or use of the information about domestic violence center clients does not apply to:
- (a) Communications from domestic violence shelter staff or volunteers to law enforcement officers when the information is directly related to a client's commission of a crime or threat to commit a crime on the premises of a domestic violence shelter; or
 - (b) Reporting suspected abuse of a child or a vulnerable adult as required by law. However, when cooperating with protective investigation services staff, the domestic violence shelter staff and volunteers must protect the confidentiality of other clients at the domestic violence center.

History.--s. 6, ch. 78-281; s. 5, ch. 79-402; s. 7, ch. 84-343; s. 22, ch. 91-71; s. 33, ch. 94-134; s. 33, ch. 94-135; s. 277, ch. 96-406; s. 119, ch. 98-403.

Note.--Former s. 409.606; s. 415.608.

APPENDIX B

FS 90.5036 Domestic Violence Advocate-Victim Privilege

The 2005 Florida Statutes

Title VII - EVIDENCE

Chapter 90 - EVIDENCE CODE

90.5036 Domestic violence advocate-victim privilege.--

(1) For purposes of this section:

(a) A "domestic violence center" is any public or private agency that offers assistance to victims of domestic violence, as defined in s. 741.28, and their families.

(b) A "domestic violence advocate" means any employee or volunteer who has 30 hours of training in assisting victims of domestic violence and is an employee of or volunteer for a program for victims of domestic violence whose primary purpose is the rendering of advice, counseling, or assistance to victims of domestic violence.

(c) A "victim" is a person who consults a domestic violence advocate for the purpose of securing advice, counseling, or assistance concerning a mental, physical, or emotional condition caused by an act of domestic violence, an alleged act of domestic violence, or an attempted act of domestic violence.

(d) A communication between a domestic violence advocate and a victim is "confidential" if it relates to the incident of domestic violence for which the victim is seeking assistance and if it is not intended to be disclosed to third persons other than:

1. Those persons present to further the interest of the victim in the consultation, assessment, or interview.
2. Those persons to whom disclosure is reasonably necessary to accomplish the purpose for which the domestic violence advocate is consulted.

(2) A victim has a privilege to refuse to disclose, and to prevent any other person from disclosing, a confidential communication made by the victim to a domestic violence advocate or any record made in the course of advising, counseling, or assisting the victim. The privilege applies to confidential communications made between the victim and the domestic violence advocate and to records of those communications only if the advocate is registered under s. 39.905 at the time the communication is made. This privilege includes any advice given by the domestic violence advocate in the course of that relationship.

(3) The privilege may be claimed by:

(a) The victim or the victim's attorney on behalf of the victim.

(b) A guardian or conservator of the victim.

(c) The personal representative of a deceased victim.

(d) The domestic violence advocate, but only on behalf of the victim. The authority of a domestic violence advocate to claim the privilege is presumed in the absence of evidence to the contrary.

APPENDIX C

Florida Domestic Violence Centers Confidentiality Issues

Please refer to separate document, covered by Attorney-Client Privilege and available only to Florida's Certified Domestic Violence Centers, the Florida Coalition Against Domestic Violence, and lawyers representing the FCADV or the centers.

APPENDIX D

Child/Youth Initial Risk Assessment

CHILDREN/YOUTH INITIAL RISK ASSESSMENT

CHILD'S NAME _____
CASE# _____ DATE _____ AGE _____

This assessment tool has been developed for use by initial interview staff upon child's arrival to the center (within 72 hours). This assessment is appropriate for children ages 4-17, if questions are put into age-appropriate terms (i.e. daycare/preschool/babysitter, etc.)

HEALTH- Information can be used for referrals to local community health agencies.

1. Are you hungry? Yes ___ No ___ When was the last time you ate? _____
2. Do you ever have stomachaches or headaches? Yes ___ No ___ Comments: _____

3. Have you ever been sick or hurt? Yes ___ No ___ Comments: _____

4. Have you ever gone to a doctor? Yes ___ No ___ Comments: _____

COMMUNITY SUPPORT- assesses child's current support systems

5. What kinds of activities do you do after school? _____

6. Have you ever missed school? Yes ___ No ___ Explain: _____

7. How do you feel about school? (Explore) _____

8. Have you told anyone about what happens at home? Yes ___ No ___ (Explore) _____

9. Do you ever stay anywhere besides home? Yes ___ No ___ (Explore where and with whom) _____

ABUSE – assesses if child may be a victim of abuse

10. Is there anyone who makes you feel uncomfortable? Yes ___ No ___
Who? _____ (Explore) _____

11. What happens when you get in trouble? _____

12. Do you ever have trouble sleeping at night? Yes ___ No ___ Explain: _____

13. Do you ever have nightmares? Yes ___ No ___ What are they about? _____

RISK OF RETURN – assesses lethality of child’s home

14. Tell me what you like about home. _____

15. Tell me what you don’t like about home. _____

16. Has anyone ever hurt one of your pets? Yes ___ No ___ If so, what happened? _____

SAFETY PLAN – assesses the child’s current safety plan

17. What do you do when the grown-ups in your home fight? _____

18. Do you have a safe place to go? Yes ___ No ___ (Explore where it is.) _____

19. Can you call 9-1-1? Yes ___ No ___

20. Child’s Safety Plan: _____

This is to be reviewed by the Child Advocate and filed with the Children’s Comprehensive Assessment.

Staff Completing Assessment: _____

Time: _____

Date: _____

Reviewed by: _____

Time: _____

Date: _____

Referred to: _____ Date: _____ Time: _____

CONSENT FOR INITIAL ASSESSMENT OF CHILD

We understand that violence affects children in a variety of ways. This assessment will assist our advocates and counselors in linking a child with community resources and assistance.

I, _____, give consent for my child to participate in the children/youth initial risk assessment.

I understand that information disclosed by me and/or my child during counseling will be kept confidential and cannot be released without parent/guardian consent. I am aware of the limitations of confidentiality. If an exception should arise, I understand that the domestic violence center staff will make an effort to inform me with just explanation.

Exceptions include:

1. Florida State law requires a report to the Department of Children and Families if abuse or neglect has been disclosed. If a report is made, the parent/guardian will be encouraged to participate in the process.
2. In the unlikely event that your child presents as a danger to themselves or others, notification of law enforcement may have to occur.
3. In the unlikely event that a Court Order is received asking for your child's counseling records or for testimony, we may be legally required to comply.

Signed: _____ Date: _____

Child(ren): _____ Age: _____

_____ Age: _____

_____ Age: _____

_____ Age: _____

_____ Age: _____

Staff comments : _____

APPENDIX E

Florida Administrative Code Chapter 65C

CHAPTER 65C-6 DOMESTIC VIOLENCE

- 65C-6.001 Definitions. (Repealed)
- 65C-6.002 Certification.
- 65C-6.003 Procedures for Funding.
- 65C-6.004 Standards for Certification.
- 65C-6.005 Confidentiality.
- 65C-6.006 Evaluation.
- 65C-6.007 Appeal Hearings. (Repealed)

65C-6.002 Certification.

(1) Centers eligible for certification shall have as their primary mission, as evidenced in their organization's mission statement, the provision of services to victims of domestic violence, as defined in Section 741.28, F.S. Certification of a center is based upon compliance with all physical plant requirements as outlined in subsection 65C-6.004(3), F.A.C., and program standards as detailed herein and contained in contract.

(2) A certified center shall, at a minimum, provide all of the mandated services as outlined in Section 39.905(1)(c), F.S. When a center seeking certification is in a district with an existing center, the applicant should subcontract with the existing center to avoid duplication of services. If subcontracting is not an option, and the application for certification is successful, the department may exempt the services of 24 hour hotline, community education and professional training as provided in Section 39.905(1)(c), F.S.

(a) Application for initial certification and annual certification thereafter shall be sent to the district office in which the center operates. Certification is non-transferable and valid only for the corporation or public entity named in the department's letter of certification. A center may operate satellite centers at different locations. If the center wishes to change the location of service, or open additional service centers during an existing certification period, the provider must seek approval from the district office for an amendment of the certification letter. The department has the right to refuse to amend the certification. If the district office does not amend the certification to include additional or new sites, the provider may not utilize departmental funds to operate those locations.

(b) Certification is for one year and shall be denied, suspended or revoked for failure to comply with any of the requirements detailed in Section (1) above. Suspension may be for up to six (6) months, while the center completes a corrective action plan and brings the center into compliance. However, the department shall suspend a center's certification without allowing a corrective action time period, or immediately revoke the centers' certification if the deficit is dangerous to the health or safety of clients. The department will not distribute any funds to the center during the suspension period or after revocation.

(c) Where deficiencies are not dangerous to the health and safety of the clients and are remediable within a three month period, the department shall allow the center to retain its certification and funding during the corrective action period. (3) In addition to the requirements outlined in Section 39.905, F.S., the application for initial certification shall contain:

- (a) A completed financial audit covering the previous eighteen (18) months operation as a domestic violence center.
 - (b) A business plan that details programmatic and financial activities for future operations. The plan must include an outline of projected revenues and expenditures for a minimum eighteen month period.
 - (c) Documentation of 25% local match; either cash, in kind or a combination thereof.
 - (d) Documentation of community support, both programmatic and financial.
 - (e) Documentation of local need and the identified statewide needs assessment as required by Section 39.905(1)(i), F.S. The need for each mandated service must be detailed with supporting documentation included.
 - (f) A plan that illustrates the manner in which proposed services will be integrated with existing resources for domestic violence victims. Inter-agency agreements are strongly encouraged.
 - (g) When there is an existing certified service center within the service area, the application shall include an explanation as to why subcontracting to provide the additional services is not feasible.
- (4) The department shall evaluate each center annually for compliance with all standards. Authorized staff from the department may enter and inspect the premises of certified domestic violence centers or those requesting certification at any reasonable hour. Information received by the department concerning client identity is confidential and shall not be disclosed without the written consent of the client to whom the records or information pertains.

Specific Authority 39.903, 39.905 FS. Law Implemented 39.905 FS. History—New 5-13-79, Amended 12-4-79, 12-13-85, Formerly 10A-8.03, Amended 6-22-87, Formerly 10A-8.003, 10M-48.002, Amended 3-12-00.

65C-6.003 Procedures for Funding.

- (1) Annually, during the normal funding cycle, each district office will provide all certified domestic violence centers with an application for funding with instructions for completion and all other pertinent information.
- (2) Certification does not ensure funding, and newly certified centers without previous funding from the department must notify the department by January 1, of their intention to apply for funding for the pending fiscal year. Upon request the local district office shall provide an application to the certified center(s) within their district. A center seeking funding for the first time must notice all other certified centers within the department's district of their intent to apply for funding. The notification must be made 30 days prior to requesting an application, and documentation of the notification must be submitted to the department. This time period is provided to the existing center(s) so that they may furnish a letter of adverse economic impact to the department for consideration prior to the department's decision on funding the new center.

(3) When there is more than one certified and funded center in the district, the department shall bring together the centers to allow each the opportunity to provide input into the funding decision process. However, the department shall make the final determination on funding allocations.

(4) Funding is contingent upon satisfaction of all certification and funding requirements set forth herein and in statute. Failure to maintain the standards set out in these rules and in statute constitutes grounds for revocation of certification and funding. If certification is suspended or revoked, funding shall also be suspended or revoked.

(5) Under Sections 741.01(2) F.S., and 39.905(7)(a), F.S., all funds to the district from the Domestic Violence Trust Fund are distributed through an allocation formula that incorporates population, a rural factor and sales of marriage licenses.

(6) Final approval of application and award of funds shall be made by the district administrator and executed through the state contracting process.

Specific Authority 39.903, 39.905 FS. Law Implemented 39.903 FS. History—New 5-13-79, Amended 12-4-79, 11-1-83, 12-3-85, Formerly 10A-8.04, Amended 6-22-87, Formerly 10A-8.004, 10M-48.003, Amended 3-12-00.

65C-6.004 Standards for Certification.

(1) Administrative Components:

(a) Each center shall retain all financial records, supporting documents, client files and statistical records for a period of five (5) years after termination of a contract, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The department shall make the final determination as to what constitutes a satisfactory resolution of audit findings.

(b) Each center seeking certification shall develop its own manual on administrative operations which includes all of the organization's fiscal policies.

(c) The center shall maintain current, accurate and complete case records in compliance with contract requirements and these rules. The records must be maintained in such form as to permit evaluation of the program's services by authorized department personnel.

(d) Domestic violence centers shall employ direct service staff who are trained in the field of domestic violence. The center may determine qualifications for other positions within the program.

1. Minimal paid domestic violence center staffing shall consist of one full-time administrator or director, and one full-time counselor and one full or part-time bookkeeper.

2. Staffing must include, at a minimum, a social worker or like professional with an undergraduate degree in a human services area and training in the power and control dynamics of domestic violence, or a person with four years of direct service experience

in the field of domestic violence. This person shall provide regular scheduled in-service training to the center staff, and any sub-contractees.

3. Staff may receive a salary or volunteer or be a combination thereof.

4. In order to ensure the health and welfare of center clients all staff shall receive a minimum of 24 hours of training each year, which shall be documented in their personnel file.

(e) Each center shall establish written intake policies and procedures that identify who is eligible for services and how those services are accessed.

1. Certified centers shall not deny services to any person because of national origin or spoken language, religion, age or disability. Certified centers must inform prospective clients who do not meet the admission criteria of their ineligibility and provide referrals to programs and services that can provide assistance.

(f) Each center shall develop a manual detailing all programmatic procedures for center operation. The manual shall incorporate organizational policies on the provision of each mandated service and other day to day operational guidelines for staff.

(g) Each center shall ensure all staff comply with Section 39.908, F.S., which prohibits the disclosure of any information regarding center clients without their express written consent.

(h) Each center must maintain a current and accurate list of all staff who work, paid or unpaid, at the center and meet the requirements for domestic violence advocate privilege according to Section 90.5036, F.S. Documentation of the mandated 30 hours of training for privilege must be maintained in each staff's personnel file.

(i) Each center shall have written safety procedures, including a plan for natural disasters such as hurricanes or fires that may require relocation of the clients, and all staff shall receive yearly in-service training on implementing those procedures.

(2) Program Component:

(a) The minimum services a center must provide for full certification are:

1. *Information and Referral:* The provision to domestic violence victims or individuals assisting domestic violence victims of information about and referrals to services and resources according to individual needs.

2. *Counseling:* Providing information on the dynamics of domestic violence; doing an assessment of risk, and engaging in other supportive activities with victims of domestic violence. The service may utilize a professional or peer model of counseling.

3. *Emergency Shelter for 24 Hours or More:* Temporary emergency safe housing of domestic violence victims and their dependents.

4. *Hotline:* The provision of crisis counseling and information and referral on a 24

hour per day, seven days a week basis by center staff, paid or unpaid. The use of answering devices or commercial telephone answering services to cover the crisis line is not permitted.

5. *Child Assessments*: Evaluation of the basic needs of children served by the program, and the referral of children to services if needed. Service includes a screening for child abuse and an assessment of risk.

6. *Case Management*: The provision of a client needs assessment, development of a service plan, and the coordination of services and follow-up. Case management plans must include a written safety plan signed by the client. The center shall provide one on one case management to residents in shelter for 72 hours or more and to non-residents after three counseling sessions.

7. *Community Education*: Presentation to the public, both in person and through the media, of information on the incidence, and dynamics of domestic violence.

8. *Professional Training*: Provision of domestic violence training to law enforcement personnel, other professionals and paraprofessionals.

(b) The department may exempt the 24 hour hotline, professional training and community education certification requirements from certain centers where those requirements are already being met by another center in the area, pursuant to Section 39.905(1)(c), F.S. Centers with such certification must provide all of the other remaining services detailed herein.

(c) Each center shall maintain a comprehensive, up to date data base of information and referral resources, and all staff who provide counseling and hotline services shall be trained to provide referrals to community resources. The data base shall be available for use by staff and volunteers and for review by departmental staff during the monitoring process.

(d) Each center shall provide counseling services to victims of domestic violence and their dependents:

1. Counseling services shall be provided or supervised by persons who meet the qualifications outlined in this Chapter.

2. Non-resident counseling clients, seen on a face to face basis, shall have a case record developed which includes identification data, dates of contact and services provided.

(e) Individual case records of shelter residents shall be maintained on a current basis and shall include at a minimum:

1. Identification data including name, age, ethnicity and other relevant information for the client and any dependents;

2. A needs assessment for any child dependents;

3. Case history;

4. Case management plan that includes a written needs assessment, a service plan that addresses goals and objectives, a safety plan signed by the adult client indicating participation in the development of the plan and documentation of all services received while in the shelter;

5. Signed release of liability forms and release of information forms;

6 Exit interview; and

7. Follow up status if available.

(f) Domestic violence center staff shall develop procedures for regularly scheduled staff meetings for the purpose of evaluating their progress in assisting clients with meeting their objectives.

(g) To ensure the health and safety of clients, counseling staff shall be available on site at the shelter minimally between the hours of 8:00 a.m. and 10:00 p.m. with on call counseling staff available between 10:00 p.m. and 8:00 a.m.

(h) Counseling services may incorporate advocacy services such as intervening with the various social and legal agencies on behalf of the client, accompanying the client to court hearings and providing interpretation services.

(i) Counseling services may be based on the educational peer counseling model. Individuals who need mental health counseling services may be served through referral to an outside provider.

(j) Each center shall provide temporary emergency shelter for more than 24 hours.

1. Domestic violence centers shall be staffed 24 hours a day by paid or trained volunteer staff. Failure to do so may result in immediate suspension or revocation of certification.

2. The need for shelter shall be determined by the need for safety to prevent physical harm.

3. Each shelter resident shall be provided with an individual counselor.

(k) Each center shall provide 24 hour hotline services. All staff and volunteers answering hotline calls shall be trained in crisis counseling, safety planning and providing information and referral services. Specific written procedures shall be developed to coordinate the provision of services to each caller. The hotline shall be covered 24 hours a day by trained staff or volunteers.

(l) All children in shelter for 72 hours or more will be provided with an assessment of their needs and referral to services. This assessment must include an evaluation of medical needs; a screening for child abuse and for behavioral issues that necessitate referral to interventions.

(m) Each center shall provide case management services to assure the coordination of service provision.

1. Each shelter resident housed 72 hours or more, and each non-resident client who has received three (3) or more separate counseling sessions, shall have a case management plan developed.

2. The case management plan shall include the provision of an individualized needs assessment and a detailed service plan. The plan shall also include a safety plan for the adult client and for each child who is capable of carrying out a safety plan.

(n) Each center shall provide community education to promote community awareness of the incidence, causes, and prevention strategies of domestic violence. Community education shall be presented both face to face and through the utilization of the various media.

(o) Domestic violence center staff shall participate in community task forces, interagency councils and other organizational groups whose efforts are intended to improve services for the victims of domestic violence.

(p) Each center shall offer professional training to law enforcement personnel and other professionals who have contact with the victims of domestic violence as part of their work.

(q) Providers may elect to provide additional services which will benefit the people they serve. Examples of such services are:

1. *Transportation:* The provision of travel for clients to or from the shelter or community providers, or to conduct any business necessary for the completion of their case management objectives.

2. *Children's Programs:* The provision of supervised children's activities that allow children to receive support and a better understanding of their experiences, and provide them with basic safety planning skills.

3. *Transitional Housing:* The provision of temporary housing for a limited period of time with the goal of accruing the finances necessary to obtain a permanent residence.

(3) Physical Plant:

(a) Each center, its shelter, offices, and any facilities maintained by sub-contractees for service provision shall meet county and municipal building code enforcement requirements as authorized in Chapter 162, F.S., and Section 166.0415, F.S.

1. Each center must have an annual fire inspection which conforms to fire safety standards as determined by the local municipality, county or special district with fire safety responsibility as defined in Section 633.025, F.S.

2. Each center must have an annual sanitation inspection through their local municipal, county health department or special district agency.

(b) For initial certification only, documentation of approval signed by local authorized zoning, building, and electrical agencies, and based upon inspections not more than sixty (60) days prior to the date of filing shall be attached to the application. Those centers, shelters, and subcontractor's buildings which have pre-established schedules with local regulatory agencies for annual re-inspection may submit written documentation of the results of such inspection held within the past calendar year.

(c) Failure to satisfy and maintain health and fire standards, as referenced in this section, shall result in suspension or revocation of certification. The department shall allow a limited period of time for corrective action of not more than 3 months before suspension or revocation if the failing is considered minor and easily remedied.

(d) The center shall be equipped with telephones for client use.

(e) Each domestic violence center shall take precautionary measures to ensure the physical safety of residents. For example, all outside doors shall remain locked from the outside at all times, all windows shall be secured against entry; outside and entrance way lighting shall be in place; and playground equipment shall be routinely checked for safety. If an outside playground area is made available for the children, fencing must secure the safety of the area. If the playground is in view of the public, privacy fencing is required. The center shall have sprinklers or smoke alarms in each client bedroom and in all hallways. In addition, the center shall have written procedures that address safety issues.

(f) Center outreach offices and shelters must be accessible to clients in wheel chairs. Accommodations must be made for the hearing impaired both over the hotline and on telephones for client use within the shelter.

Specific Authority 39.903, 39.905 FS. Law Implemented 39.905 FS. History—New 5-13-79, Amended 12-4-79, 1-11-83, 12-3-85, Formerly 10A-8.05, Amended 6-22-87, Formerly 10A-8.005, 10M-48.004, Amended 3-12-00.

65C-6.005 Confidentiality.

(1) Information received by the Department or authorized persons employed by or volunteering services to a center or subcontractee, through files, reports, inspection, or otherwise shall be deemed confidential information and shall not be disclosed publicly in such a manner as to identify individuals or facilities. This information is exempt from the provisions of Section 119.07, F.S.

(2) Authorized departmental employees and representatives of the Department shall have access to a center or subcontractee, its location, the records pertinent in operation of said center or subcontractee, the records of clientele served and any other information necessary to assure compliance with the law and these rules.

(3) All such information shall be confidential and shall be treated as confidential records by the department. Measures shall be employed to safeguard information identifying center, or subcontractee location and client population with access to be granted to departmental employees only upon establishment of the need and right to know.

Specific Authority 415.608, 120.53 FS. Law Implemented 415.601 et seq. FS. History—New 5-13-79,

Amended 12-4-79, 12-3-85, Formerly 10A-8.06, 10A-8.006, 10M-48.005.

65C-6.006 Evaluation.

(1) Each funded domestic violence center shall be evaluated at least annually by an on-site monitoring visit conducted by the District Family Safety Program Office and other authorized representatives of the department. The annual monitoring pursuant to Section 39.903(1)(d), F.S., shall evaluate:

(a) The center's achievement of objectives, and program outcomes as detailed in the center's contract with the department;

(b) The center's continued compliance with minimum administrative, programmatic, and physical plant standards for certification as stated in Section 39.905, F.S., the contract and these rules;

(c) Client satisfaction with the services as determined through client satisfaction surveys, client interviews or other means which would maintain client confidentiality;

(d) The domestic violence center's monitoring of the execution of any subcontract in order to assure compliance with all applicable provisions of Sections 39.901-908, F.S., and these rules.

(2) The Department shall, to the extent practical, appraise written evidence, submitted by the domestic violence center or subcontractee for compliance with all laws, rules, regulations, and conditions of contract.

(3) No center shall receive approval for funding without written documentation that the center and any subcontractee of the center, has met all departmental standards contained herein and in statute. This document shall include a written report of the on-site evaluation conducted by the department assuring satisfaction of all certification and operational requirements.

Specific Authority 39.903 FS. Law Implemented 39.903 FS. History—New 5-13-79, Amended 12-4-79, 12-3-85, Formerly 10A-8.07, 10A-8.007, 10M-48.006, Amended 3-12-00.