

CF PAMPHLET  
NO. 170-1

STATE OF FLORIDA  
DEPARTMENT OF  
CHILDREN AND FAMILIES  
TALLAHASSEE, October 15, 2005

Domestic Violence

DOMESTIC VIOLENCE CENTER CERTIFICATION

This pamphlet describes the requirements and procedures for domestic violence center certification as specified in Florida Statutes and Florida Administrative Code.

Questions about this certification process may be directed to:

Office of Domestic Violence Program  
1317 Winewood Boulevard  
Building 2, Suite 302  
Tallahassee, Florida 32399  
Phone: 850/921.2168  
FAX: 850/922.6720

# Domestic Violence Certification Pamphlet

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### INTRODUCTION

The Department of Children and Families (department) operates the statewide Domestic Violence Program, which is responsible for providing supervision, direction, coordination, and administration of activities related to domestic violence prevention and intervention services. These activities include contracting with the Florida Coalition Against Domestic Violence (coalition) and local agencies to provide services to victims, managing the state certification and evaluation of domestic violence centers and batterer intervention programs, promoting the Governor's *Violence Free Florida* public awareness and education campaign, directing policy, and providing information and technical support to public and private agencies on domestic violence issues.

The 1978 Florida Legislature enacted the certification of domestic violence centers with the intent to provide a safe place where victims and their children may go and receive assistance. The minimum standards for certification were developed by the department in partnership with the coalition to ensure the health and safety of center participants. See section 39.903, Florida Statutes and Chapter 65C-6, Florida Administrative Code.

Domestic violence centers are community-based agencies that provide services to the victims of domestic violence. Minimum services include temporary emergency shelter; information and referrals; safety planning, counseling and case management; a 24-hour emergency hotline; educational services for community awareness; assessment and appropriate referral of resident children; and training for law enforcement and other professionals.

Effective January 1, 2004, the coalition became responsible for approving or rejecting applications for funding and contracting with certified centers. In order to receive state funds, a center must obtain certification by the State of Florida; however, the issuance of certification will not obligate the coalition to provide state funding.

Every effort is made to minimize any adverse economic impact on existing certified domestic violence centers or services provided within the same service area. In order to minimize duplication of services, the coalition encourages subcontracting relationships with existing certified domestic violence centers within the same service area.

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An application is completed by a center requesting certification and a physical visit to all facilities by the department is conducted prior to approval of certification. Certification is non-transferable and valid only for the entity named in the letter of certification. Satellite centers or additional facilities may be operated at different locations.

## PURPOSE

This pamphlet establishes departmental procedures and guidelines for domestic violence centers seeking initial and annual state certification. It further explains the minimum standards as established in ss. 39.903 and 39.905, F.S., Chapter 65-C, F.A.C., and department procedures.

## DEFINITIONS

For purposes of this pamphlet, the following definitions apply:

“Advocate privilege” means 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. (s. 90.5036, F.S.)

“Calendar Year” is defined as January 1 through December 31 of a particular year.

“Certification” means a process of satisfying the requirements set forth herein, in statute, rule and departmental procedures for establishing a certified domestic violence center.

“Coalition” means the Florida Coalition Against Domestic Violence, the membership organization responsible for representing and providing technical assistance to certified domestic violence centers. (s. 39.903 (7), F.S.)

“Department” means the Department of Children and Families.

“Domestic Violence” means any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense resulting in physical injury or death of one family or household member by another family or household member. (s. 741.28 (2), F.S.)

“Domestic Violence Advocate” means any employee or volunteer of a certified domestic violence center who has 30 hours of training in assisting victims of domestic violence and whose primary purpose is the rendering of advice, counseling, or assistance to victims of domestic violence. (s. 90.5036 (1)(b), F.S.)

“Domestic Violence Center” means an agency that provides services to victims of domestic violence, as its primary mission. (s. 39.902, F.S.)

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“Fiscal Year” means July 1 through June 30 of a particular year and based on the state government business calendar.

“Monitoring” means a process of reviewing the administrative and programmatic components of the certified domestic violence centers to ensure compliance with rule, statutes, and departmental procedures.

“Participant” means a person who consults a domestic violence advocate for the purpose of securing advice, counseling, assistance, or shelter 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.

## CERTIFICATION STANDARDS

To be eligible for initial certification and annual certification, domestic violence centers must have as their primary mission, as stated in their mission statement, a provider of services to victims of domestic violence.

Minimum services 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 participant children, and educational services for community awareness relative to the incidence of domestic violence. (See s.39.905, F.S. and Program Components, p. 7.)

### Administrative Components

(Chap. 65C-6.004, FAC)

#### General Requirements

1. Annual written endorsement of local law enforcement agencies;  
(See s. 39.905 (1)(b), F.S.)
2. Case records that are current, accurate and complete, must be maintained and in compliance with the Florida Administrative Code. These records must be maintained so as to permit evaluation of the program's services by authorized department employees and representatives of the department;  
(See Case Management, p. 11)
3. Establish and maintain a board of directors composed of at least three citizens. One must be a member of a local, municipal or county law enforcement agency. When a center is a component of a larger umbrella organization, an advisory board with interests focused only on the center is recommended; (See s. 39.905 (1)(e), F.S.)
4. Each center shall retain all financial records, supporting documents, client files and statistical records for a period of five years after termination of a contract, or if an audit has been initiated. If audit findings have not been resolved at the end of five years, the records shall be retained until a final determination has been made as to what constitutes a satisfactory resolution of the audit findings;

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5. A change in the location of service, or the opening of additional service centers during an existing certification period will require the provider to seek approval from the department for an amendment of the certification letter. The department has the right to refuse to amend the certification. If the department does not amend the certification to include additional or new sites, the provider may not utilize contracted funds to operate those locations; (See Chap. 65C-6.002 (2)(a), FAC)
6. *For initial certification only*—Demonstrate a local need and an ability to sustain operations through a history of 18 consecutive month's operation as a center, including 12 month's operation of an emergency shelter. Provide an updated business plan that addresses future operations and funding of future operations.

### **Manuals/Written Procedures**

The following manuals or procedures are required and will be reviewed by authorized department staff and representatives of the department during the monitoring process:

1. An administrative operations manual that includes all of the fiscal policies of the organization and a Table of Organization;
2. A manual of program policies detailing all programmatic procedures incorporating organizational policy on the provision of each mandated service and other day-to-day operational guidelines for staff;
3. A comprehensive, up-to-date database of information and referral resources made available for use by staff and volunteers;
4. Safety procedures including a plan for natural disasters such as hurricanes or fires that may require relocation of the center participants;
5. Procedures for regularly scheduled staff meetings for the purpose of evaluating progress in assisting participants with meeting their objectives;
6. Clearly written and defined intake policies and procedures that identify who is eligible for services and how those services are accessed. Procedures shall also include coordination for providing services to hotline callers.
  - ◆ Service shall not be denied to any person because of ethnicity, national origin, spoken language, religion, age or disability. A non-discrimination clause must be included in the policy.



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- ◆ Prospective participants who do not meet admission criteria must be informed and provided with referrals to programs and services that can provide assistance.

### **General staffing requirements**

1. Staff may receive a salary or volunteer or be a combination thereof.
2. The center shall employ direct service staff who are trained in the field of domestic violence. Qualifications for other positions in the program are determined by the center.

### **Minimum paid staffing requirements**

1. One full-time administrator or director;
2. One full-time counselor;
3. One full or part-time bookkeeper.

Additionally, staffing, at a minimum, must include a social worker or like professional who shall provide regular scheduled in-service training to the center staff, and any sub-contractor staff with at least one of the following qualifications:

- ◆ An undergraduate degree in a human services area and training in the power and control dynamics of domestic violence, or
- ◆ Four years direct service experience in the field of domestic violence.

### **Staff Training Requirements**

1. Advocates shall have 30 hours of mandated training in order to qualify for domestic violence advocate privilege. The coalition's training policy allows for 24 hours of class training with 6 hours of additional specialized training. Both of these trainings must be documented in the advocate's personnel file and registered with the coalition when training is completed. The center must maintain a current and accurate list of all registered staff who work at the center, paid or unpaid, that meet requirements for domestic violence advocate privilege. (See Chap. 65C-6.004, FAC)

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2. All staff that meet the requirements for domestic violence advocate privilege according to s. 90.5036, F.S., paid or unpaid, shall receive a minimum of 24 hours of training each year. This training must be documented and maintained in each staff's personnel file.
3. All staff shall receive yearly in-service training on implementing the written safety procedures. This training must be documented and maintained in each staff's personnel file.
4. All staff and volunteers answering hotline calls shall be trained in crisis counseling, safety planning and providing information and referral services.

### **Confidentiality**

1. File and maintain a current list of center employees and volunteers who may claim privilege under s. 90.5036, F.S. The list must include the position title of the advocate whose name is listed, a position description and made available at the time of monitoring. (See s. 39.905 (1)(g), F.S.)
2. The center shall ensure that all staff adheres to s. 39.908, F.S., which prohibits the disclosure of any information regarding center participants without their express written consent.
3. Information deemed confidential through files, reports, inspections or otherwise received by authorized persons employed by or volunteering services to the center shall not be disclosed publicly in such a manner as to identify individuals or the facilities.
4. Authorized department employees and representatives of the department shall have access to the center, its location, the records pertinent in operation of the center, the records of participants served and any other information necessary to assure compliance with the law. This includes sub-contractors' information as well. All such information shall be confidential and treated as confidential by the department and its representatives.
5. Measures shall be employed to safeguard information that identifies a center, or sub-contractor location and participant population. Access is to be granted to departmental employees and representatives of the department only upon establishment of the need and right to know.

## Program Components

(Chap. 65C-6.004, FAC)

### Service requirements

#### 1. Information and Referral

The center shall provide information and referrals to services and resources according to an individual's needs. All staff who provide counseling and hotline services shall be trained to provide referrals to community resources.

#### 2. Counseling

The center shall provide information on the dynamics of domestic violence, an assessment of risk, and engage in supportive activities with victims. A professional or educational peer model of counseling may be utilized. Individuals who need mental health counseling services may be served through referral to an outside provider. Counseling services must be provided or supervised by persons who meet the qualifications outlined in Chapter 65C-6.004 (1)1-2, FAC.

Services may incorporate advocacy services such as intervening with the various social and legal agencies on behalf of the participant, accompanying the participant to court hearings and providing interpretation services.

Each shelter participant shall be provided with an individual counselor.

To ensure the health and safety of participants, 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.

#### 3. Emergency Shelter for 24-hours or More

Centers shall offer temporary emergency safe housing of victims and their dependents for more than 24 hours. 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. The need for shelter shall be determined by the need for safety to prevent physical harm.

### 4. Hotline

The hotline shall be covered 24 hours a day by trained staff or volunteers.

The 24-hour hotline certification requirement is exempted from centers where this requirement is being met by another center in the geographic area.

Answering devices or commercial answering services to cover hotline are not permitted.

All staff and volunteers answering the 24-hour 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.

### 5. Child Assessments

The center shall evaluate the basic needs of children who are in shelter for 72 hours or more and give referrals to services, if needed. Assessment shall include:

- ◆ An evaluation of medical needs,
- ◆ Screening for child abuse, and
- ◆ Screening for behavioral issues that necessitate referral to interventions.

### 6. Case Management

Each center shall provide a needs-assessment with the development of a service plan and coordination of services with follow-up for the participant.

Shelter participants housed for 72 hours or more and each non-shelter participant who has received three or more separate counseling sessions, shall have a case management record developed and maintained on a current basis.

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Minimum inclusions for a case management plan are as follows:

- ◆ Identification data including:
  - Name,
  - Age,
  - Ethnicity, and
  - Other relevant information for participant and dependents;
- ◆ Needs assessments for child dependents;
- ◆ Case history;
- ◆ Case management plan that includes a written needs assessment;
- ◆ Service plan that addresses goals and objectives;
- ◆ Safety plan for adult participant indicating participation in the development of the plan signed at least 72 hours or more after intake;
- ◆ Safety plan for each child who is capable of carrying out the safety plan,
- ◆ Documentation of all services received while in the shelter;
- ◆ Signed release of liability forms;
- ◆ Release of information forms;
- ◆ Exit interview; and
- ◆ Follow up status, if available.

Non-resident counseling participants, seen on a face-to-face basis for at least three sessions, shall have a case record developed that includes:

- ◆ Identification data,
- ◆ Dates of contact, and
- ◆ Services provided.

### 7. Community Education

Community education shall be provided to the public, both in person and through the media, to promote community awareness of the incidence, causes, and prevention strategies of 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.

The department may exempt the community education certification requirement if it is being met by another center in the geographic area.

### 8. Professional Training

Professional Training shall be provided to law enforcement personnel and other professionals and paraprofessionals who have contact with the victims of domestic violence as part of their work.

The department may exempt the professional training certification requirement if it is being met by another center in the geographic area.

### **Other Services**

(See Chap. 65C-6.004 (2q), FAC)

Centers are encouraged to provide additional services to include:

- ◆ Transportation for participants to or from the shelter or community providers, or to conduct any business necessary for the completion of their case management objectives;
- ◆ 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; and
- ◆ Temporary, transitional housing for a limited period of time with the goal of accruing the finances necessary to obtain a permanent residence.

### Facility Components

(See Chap. 65C-6.004 (3), FAC)

#### **Health and Fire Inspection Standards**

The center, including its shelter, offices and any facilities maintained for services shall meet county and municipal building code requirements as authorized in ss. 162, 166.0415, 404.056, and 633.025, F.S.

Centers must conform to standards determined by the local municipality, county or special district agency with safety responsibility by completing an:

- Annual fire inspection, and
- Annual health inspection.

*For initial certification only*—Documentation of approval that is signed by local authorized zoning, building, and electrical agencies is required. This documentation must be based upon inspections of not more than 60 days prior to the date application for certification is submitted.

The initial test for radon must be documented for those shelters that have childcare facilities in the affected counties. A copy of the report sent to the Department of Health with the results must be included in the certification package.

*For annual certification only*—Documentation must show that an annual inspection was held within the past calendar year. A city, county, or special district must complete a fire inspection and a sanitation inspection of each center on a yearly basis. Some counties and municipalities may have outsourced the inspection of sprinkler and alarm systems. Be aware that these outsourced inspections do not cover all fire safety standards as defined in s.633.025, F.S. and required by Chapter 65C-6.004, F.A.C.

The test for radon must be documented for those shelters that have childcare facilities in the affected counties. The initial and follow up tests for radon must be documented for the year it is completed and include copies of the reports sent to the Department of Health.

Failure to satisfy and maintain health and fire standards shall result in suspension or revocation of certification. A corrective action plan of not more than three months will be allowed if failing is considered minor or easily remedied.

**Radon Testing Included in Health Inspections**

The Department of Health is requiring only those domestic violence centers that have childcare facilities in the affected counties to do radon testing. See list of designated counties below.

Alachua	Duval	Indian River	Nassau	Sarasota
Brevard	Gadsden	Jackson	Okaloosa	Seminole
Broward	Gilchrist	Jefferson	Osceola	Suwannee
Calhoun	Gulf	Leon	Palm Beach	Taylor
Charlotte	Hamilton	Levy	Pasco	Union
Citrus	Hardee	Liberty	Pinellas	Volusia
Columbia	Hernando	Madison	Polk	Walton
Dade	Highlands	Manatee	Putnam	
De Soto	Hillsborough	Marion	St. Johns	
Dixie	Holmes	Martin	St. Lucie	

A fine and/or cancellation of certification of the shelter can be imposed by the Department of Health if testing is not completed. The initial tests must be performed within one year after the date the building is opened for occupancy or within one year after license approval for residency in the existing building. Follow-up testing must be completed after the building has been occupied for five years. Results must be reported to the Department of Health by the first day of the sixth year of occupancy. After radon measurements have been made twice, regulated buildings need not undergo further testing unless significant structural changes occur.

Centers required to test for radon may perform their own testing through kits purchased by mail or at their local home improvement store or they may hire a state certified radon measurement business to perform the test. To attain information on radon testing and forms necessary for reporting, visit the Bureau of Community Environmental Health, Department of Health’s web site at: <http://www.doh.state.fl.us/environment/community/radon/index.html>, or call Michael Gilley at 1-800-543-8279 for further assistance. For further information, the statute and rule may be downloaded at: <http://www.doh.state.fl.us/environment/community/radon/rnrule.htm>.

Address of the shelter is to remain confidential. Use administrative office address when submitting the test.



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### **General Facility Requirements**

1. The center shall be equipped with telephones for participant use.
2. All precautionary measures shall be made to ensure the physical safety of participants, including:
  - a. Outside doors shall remain locked from the outside at all times and all windows shall be secured against entry;
  - b. Outside and entrance way lighting shall be in place; and
  - c. Playground equipment shall be routinely checked by the health inspector for safety. Fencing must secure the safety of the playground area. If the playground is in view of the public, privacy fencing is required.
3. Sprinklers or smoke alarms in each participant's bedroom and in all hallways of shelters are required. Administrative and outreach facilities should have strategically located sprinklers or smoke alarms for the safety of participants and personnel.
4. Center outreach offices and shelters must be ADA accessible to participants in wheelchairs. Accommodations must also be made for the hearing impaired both over the hotline and on telephones for participant use.

### **Changing or Adding Additional Facilities**

If a center wishes to change the location of the service or open additional facilities during an existing certification period, the center must seek approval from the department for an amendment of the certification letter. If the certification is not amended to include additional or new sites, department funds cannot be utilized for those locations.

In the event of a disaster, such as a hurricane or fire, and the shelter residents are relocated to temporary facilities, the center must notify the department and the Florida Coalition Against Domestic Violence.

## FUNDING

Certification does not ensure funding, however, it is contingent upon satisfaction of all certification requirements. (See s. 39.905 (6a), F.S.; Chap. 65C-6.004, FAC)

Effective January 1, 2004, the coalition assumed the responsibility for receiving and approving or rejecting applications for funding of certified domestic violence centers in Florida. Minimum standards and other documentation for contract provisions, required by the coalition, may be found on the coalition's website at <http://www.fcadv.org/publicaccess.html>.

Annually, during the normal funding cycle, the coalition will provide all certified domestic violence centers with an application for funding with instructions for completion and all other pertinent information.

A newly certified center must notify all other certified centers within their geographic area of their intent to apply for funding. This notice must be made 30 days prior to requesting an application for funding, and documentation for the notification must be submitted to the coalition and included in the application package. This time period is provided to the existing center(s) so that they may furnish a letter of adverse economic impact to the coalition for consideration prior to their decision on funding the new center. Newly certified centers must notify the coalition by January 1, of their intention to apply for funding for the pending fiscal year. (See Chap. 65C-6.003 (2), FAC)

At least 25 percent of a center's funding must come from one or more local, municipal, or county sources, public or private. Contributions in kind, whether materials, commodities, transportation, office space, other types of facilities, or personal services, may be evaluated and counted as part of the required local funding. (See s. 39.905 (6b), F.S.)

Funds allocated by the legislature will be distributed by the coalition using an allocation formula that considers population, rural and geographical area factors, and the incidence of domestic violence. (See s. 39.903 (7), F.S.)

## INITIAL CERTIFICATION

### Requirements

(Chap. 65C-6.002 (3), FAC)

In addition to the requirements outlined in CERTIFICATION STANDARDS on page 6, completion of application for initial certification must also include:

1. An explanation as to why subcontracting to provide the additional services is not feasible when another certified service center exists within the service area;
2. A completed financial audit covering the previous 18 months operation as a domestic violence center;
3. A business plan that details programmatic and financial activities for future operations, including an outline of projected revenues and expenditures for a minimum 18-month period;
4. Documentation of 25 percent local match of cash, in kind, or a combination of both;
5. Documentation of community support, both programmatic and financial;
6. 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; and
7. 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.

### Process

- ◆ Contact the department at 850-921-2168.
- ◆ Download appropriate information from web site:

<http://www.dcf.state.fl.us/domesticviolence/>

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- ◆ Send completed forms to:

Department of Children and Families  
Office of Domestic Violence Program  
1317 Winewood Boulevard  
Building 2, Suite 302  
Tallahassee, Florida 32399

- ◆ A monitoring visit from the department completes the process.  
(See Chap. 65C-6.006, FAC).

## **ANNUAL MONITORING AND CERTIFICATION**

Certification is for one-year and shall be denied, suspended or revoked for failure to comply with requirements of statute and procedures as established by the department.

### **Certification Review**

The department makes the following determinations for each certification:

- ◆ Certification indicates that each standard has been met to the satisfaction of the department and will be issued within 30 days upon the completion of the monitoring report.
- ◆ Provisional Certification indicates that the center has not met each standard, but has been given a corrective action plan for each unmet standard.

If the deficit is not dangerous to the health and safety of the participants and is remediable within a three-month period the department shall allow the center to retain its certification and funding during the corrective action period.

If a center is in compliance at the end of the corrective action period, certification will be renewed.

- ◆ Suspension of Certification indicates that the health and safety of the participants are in jeopardy. Suspension may be incurred for up to six months. During this time the center has the opportunity to complete the corrective action plan to bring the center into compliance. Funds will not be distributed to the center during this time. If a center is in compliance at the end of the corrective action period, certification will be renewed and funding restored.
- ◆ Denial of Certification indicates that the deficit is dangerous to the health or safety of the participants, whereas the department shall suspend a center's certification without allowing a corrective action time period, or immediately revoke the certification. Contracted funds will not be distributed to the center during the suspension period or after revocation. Once certification is revoked, a center must apply to the department as a new program.

## Annual Monitoring

Monitoring is provided annually for the purposes of ensuring continued compliance with minimum administrative, programmatic, and physical plant standards.

Authorized employees and representatives of the department shall have access to a center or subcontractee, its location, the records pertinent in operation of the center or subcontractee, the records of participants served and any other information necessary to assure compliance with statute, rule, and department procedures. All such information shall be treated as confidential records by the department. (See Chap. 65C-6.002 (4), FAC)

The annual monitoring will evaluate:  
(See Chap. 65C-6.006, FAC)

1. Continued compliance with minimum administrative, programmatic and physical plant standards for the certification as established by statute, rule, and department procedures.
2. Client satisfaction with services as determined through:
  - a. Client satisfaction surveys,
  - b. Client interviews, or
  - c. Other means which would maintain client confidentiality.
3. Written evidence, submitted by the domestic violence center or subcontractee for compliance with standards as established by statute, rule, and department procedures.

## Completion of Certification

A formal letter of completion of the certification process, the monitoring report, and a copy of the certificate will be sent to the center's board president with a copy of the letter, report and the original certificate sent to the executive director.

The department and the coalition will maintain a list of certified domestic violence centers and will share the list on their web sites and upon request.

# APPLICATION FOR DOMESTIC VIOLENCE PROGRAM CERTIFICATION



Please provide the following information and include as the first page of your application package. Please present the required materials in a file or notebook in order of request. Use the Initial Certification Check-Off List in Appendix B as your guide.

Name of Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Telephone Number (Administration): \_\_\_\_\_ Fax: \_\_\_\_\_

Hotline: \_\_\_\_\_

Executive Director: \_\_\_\_\_

Board President: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Current Service Area (by county): \_\_\_\_\_

Date (m/d/yyyy) Center Incorporated: \_\_\_\_\_

Date (m/d/yyyy) Service Provision Began: \_\_\_\_\_

Date (m/d/yyyy) Shelter Opened for Service (24 hours a day, 7 days a week): \_\_\_\_\_

Mission Statement as included in the Articles of Incorporation: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The information contained in this application is accurate to the best of my knowledge, and furthermore, I understand that certification cannot be established until all of the criteria as required by Florida Statutes and Florida Administrative Code are satisfied and approved by the Department of Children and Families.

STATE OF FLORIDA  
COUNTY OF \_\_\_\_\_

Subscribed and sworn before me on \_\_\_\_\_ by \_\_\_\_\_

Date

Board President

and \_\_\_\_\_ on behalf of \_\_\_\_\_

Executive Director

Domestic Violence Center

\_\_\_\_\_  
Commissioned Notary Public – State of Florida

\_\_\_\_\_  
Print, Type, or Stamp Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced Identification \_\_\_\_\_

Type of Identification Produced: \_\_\_\_\_

## Domestic Violence Certification Check-Off List

This list is provided to assist with the center's initial application package. Application form CF 613 must be completed and submitted with the following information. A three-ring binder with section dividers is recommended. Please submit the application package to:

Department of Children and Families  
Office of Domestic Violence Program  
1317 Winewood Boulevard  
Building 2, Suite 302  
Tallahassee, Florida 32399

### General Requirements:

- Articles of Incorporation
- Primary Mission Statement
- Documentation of Local Need
- Documentation on ability to sustain operations through a history of 18 consecutive months operation as a domestic violence center, including 12 months operation of an emergency shelter
- Plan illustrating manner of integrating proposed services with existing domestic violence centers in service area and why subcontracting to provide the additional services is not feasible
- Completed Financial Audit covering previous 18 months operation
- Business Plan
  - Programmatic and financial activities for future operations
  - Outline of projected revenues and expenditures for at least 18 months
- Board of Directors Membership
  - Include names, occupations, telephone numbers, and addresses
  - Law Enforcement Agency representation
  - Minutes of previous four meetings
- Current annual written endorsement of local law enforcement agencies
- Documentation showing integration of existing services, i.e. Interagency Agreements
- Documentation of programmatic and financial community support, including the 25 percent match

### Manuals/Procedures Requirements:

- Administrative Operations and Programmatic Procedures Manual, to include
  - Fiscal policies
  - Organizational Chart (Table of Organization)
  - Confidentiality policy in accordance with s. 39.905, Florida Statute
  - Organizational policies on the provision of each mandated service and other day-to-day operational guidelines for staff
- Intake Policies and Procedures, to include:
  - Non-discrimination clause in accordance with s. 39.905, Florida Statute
  - Identifies those eligible for services and how the services are accessed
  - Identifies clients that cannot be served with a referral or contingency plan
- Procedures for the 24-hour hotline and coordination of services to each caller
- Procedures for safety including a plan for natural disasters that might require relocation of participants
- Procedures for regularly scheduled staff meetings for the purpose of evaluating progress in assisting participants with meeting their objectives
- Strategy for the distribution of information about center services



**Personnel and Training Requirements:**

- List of all staff positions, to include at a minimum:
  - Full-time Administrator/Director
  - Full-time Counselor
  - Full or part-time Bookkeeper
  - 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. (May be one of the positions listed above.)
- Position descriptions for each staff position to include
  - Educational and domestic violence experience
  - Comprehensive account of position's responsibilities
  - Position(s) identified responsible for providing counseling services
  - Position(s) identified responsible for providing in-service training to staff, volunteers, and subcontractors
  - Position(s) identified responsible for providing community education
- List of paid and unpaid staff that meet advocate privilege requirements
- Plan for ensuring direct service staff and volunteers will be trained on privilege and confidentiality and registered with the FCADV for advocate privilege

**Program Requirements:**

- Documentation showing need of services using current statewide needs assessment
- Request for exemption of any services, if needed
- Descriptions included for each service provided, including where, when, and how they are provided
- Additional services with descriptions, including where, when, and how they are provided
  - Transportation
  - Children's Activities
  - Transitional Housing
  - Other
- Documentation of efforts to provide presentations and training to law enforcement and other professionals
- Statistical reports for last 12 months detailing number of victims receiving listed services (Appendix E)
- Documentation showing that each shelter participant is provided with an individual counselor
  - Schedule showing coverage of shelter for 24 hours a day, 7 days a week with trained staff
  - Schedule showing that in-house counseling at the shelter is available between the hours of 8-10 pm
  - Schedule showing that on-call counseling at the shelter is available between the hours of 10 pm-8 am
  - Schedule showing that outreach counseling is offered during a time period that allows for the greatest attendance for the target group

**Facility Requirements:**

- Physical description of all facilities including year built, owned or leased
- Description of precautionary measures for safety of the residents
- Description of ADA adaptations for all facilities
- Occupation license showing location of center in approved zone
- Current fire inspection
- Current health/sanitation inspection
- Radon testing certificate, if required

**For On-Site Visit From Department:** The following will be reviewed during the department's site visit after receipt of the center's application and prior to certification.

- Training (24 hours) and CEUs for past year included in personnel files
- Advocate Privilege Core Competency Certification (30 hours) included in personnel files
- Documentation showing paid and unpaid staff receiving yearly in-service training on implementation of safety procedures including hurricane and fire plans
- Documentation showing staff participation in community task forces, interagency councils or other organizations whose efforts improve services for victims of domestic violence
- Up-to-date comprehensive database of information and referral resources made available to staff and volunteers

**Shelter Facility(ies):**

- Shelter equipped with telephone for client and staff use
- Accommodations made for hearing impaired on hotline and on telephones for client use within the shelter
- ADA accessible
- Flexibility of physical structure in sleeping accommodations for adults, children and infants
- Individual privacy respected with single-family and/or single participant accommodations
- Outside doors locked from the outside at all times
- All windows secured against entry
- Outside and entrance way lighting in place
- Sprinklers or smoke alarms in each participant's bedroom and in all hallways
- Playground equipment checked for safety by health department and area fenced
  - If children's area is in view of public, privacy fence surrounds playground area
- Case records of shelter residents well maintained and include:
  - Identification and demographic data including name, age, race, ethnicity, gender, disability, number of dependents
  - Pertinent case history
  - Case management plan for participants housed 72 hours or more, and includes
    - Needs assessment
    - Detailed service plan, and includes
      - Addresses goals and objectives
      - Coordination and arrangement of appropriate service provisions
      - Signed safety plan including participation in the development of plan
      - Documentation of referrals
      - Documentation of all services received
      - Signed liability forms
      - Signed release of information with termination date
      - Signed TANF forms
      - Exit interview or documentation with explanation why not completed
    - Child Assessments for children housed 72 hours or more, and includes
      - Evaluation of medical needs
      - Screening for child abuse
      - Screening for behavioral issues
      - Appropriate referrals
      - Safety plan for child who is capable of carrying one out

**Outreach Facility(ies):**

- ADA accessible
- Outside doors locked from the outside at all times
- All windows secured against entry
- Outside and entrance way lighting in place
- Sprinklers or smoke alarms
- Playground equipment routinely checked for safety and area fenced
- If children's area in view of public, privacy fence surrounds playground area
- Case management plans developed for nonresident clients, seen face-to-face for at least three counseling sessions, are well maintained and include:
  - Identification and demographic data including name, age, race, ethnicity, gender, disability, number of dependents
  - Dates of contact
  - Needs assessment
  - Addresses goals and objectives
  - Coordination and arrangement of appropriate service provisions
  - Signed safety plan including participation in the development of plan
  - Documentation of referrals
  - Documentation of all services received
  - Exit interview or documentation with explanation why not completed

**Transitional Housing:**

- ADA accessible
- All windows and doors have locks for security
- Outside and entrance way lighting in place
- Sprinklers or smoke alarms in place
- Playground equipment routinely checked for safety and area fenced
- If children's area in view of public, privacy fence surrounds playground area

**Childcare Facility:** Childcare facilities are separately licensed by Department of Children and Families [§402.301-319, Florida Statutes], except in counties choosing to administer their own childcare licensing programs. Currently, seven counties have elected to regulate licensing of childcare facilities and homes. Those counties are Alachua, Brevard, Broward, Hillsborough, Palm Beach, Pinellas, and Sarasota.

- State License; or
- County License

**School Facility:**

- State License; or
- County License

## DEFINITION OF DOMESTIC VIOLENCE SERVICES

1. EMERGENCY SHELTER: Temporary emergency housing of victims of domestic violence and their dependents. Service is measured in individuals served and days of housing provided.

(1.1) *Emergency Shelter New Admissions:* Each individual sheltered is counted once during the fiscal year during the month they initially enter shelter. Return shelter visits are not included in this count. One (1) individual sheltered constitutes one (1) service unit. When an individual has received shelter services, but leaves in less than 24 hours, they may be counted as an individual served. **This is an unduplicated count.**

(1.2) *Emergency Shelter Repeat Admissions:* Each individual who has received shelter services previously during the fiscal year of this contract and who returns to shelter during the same fiscal year is counted as an emergency shelter repeat admission. One (1) individual admitted to shelter during the same fiscal year as a previous admission to shelter for the same person constitutes one (1) service unit. When an individual has received shelter services, but leaves in less than 24 hours, they may be counted as a shelter admission. **This is a duplicated count.**

(1.3) *Emergency Shelter Continuing Residents:* Each individual who entered shelter in the prior month and remains in shelter during more than one month is counted as a continuing resident in the second and all subsequent months following the month the individual initially entered shelter. When an individual has received shelter services, but leaves in less than 24 hours, they may be counted as an individual served. **This is a duplicated count.**

(1.4) *Emergency Shelter for 72+ hours:* Each unduplicated individual who leaves shelter after 72 hours counts as one (1) unit of service. This number is reported for the month in which the individual leaves shelter. **This is an unduplicated count.**

(1.5) *Days of Shelter:* Days are counted for each individual (including return individuals). Each 24-hour period is counted as a day of shelter. On the initial day, if a family is sheltered less than 24 hours but receives shelter services, it may be counted as one day of shelter per individual. **This is a duplicated count.**

(1.6) *Race/Ethnicity and Age of Individuals in Shelter:* Race/Ethnicity and Age are counted for each unduplicated individual in shelter during the fiscal year of this contract. If the individual's race/ethnicity is not one of the options listed, the individual should be counted as Other. **This count when totaled must equal the Emergency Shelter New Admissions total.** **This is an unduplicated count.**

2. COUNSELING: Counseling is advocacy which involves providing information on the dynamics of domestic violence, doing an assessment of risk, and engaging in other supportive activities as appropriate. This measure does not include individuals served through Batterers' Intervention Programs. Service is measured in individuals served, hours of counseling, and counseling sessions.

(2.1) *Face to Face Counseling in Shelter:* Individuals in shelter who attend counseling sessions in individual and/or group settings. The counseling session must be a minimum of 15 minutes in duration to meet the service definition. For measurement, each individual is counted once during the fiscal year during the month they initially entered counseling. **This is an unduplicated count.**

- (2.2) *Face to Face Counseling in Outreach:* Individuals using the center's outreach program, **including transitional housing participants, who attend counseling sessions in individual and/or group settings, and for whom a full service management file has been opened.** The counseling session must be a minimum of 15 minutes in duration to meet the service definition. For measurement, each individual is counted once during the fiscal year during the month they initially entered counseling. **This is an unduplicated count.**
- (2.4) *Race/Ethnicity and Age in Face-to-Face Counseling:* Race/Ethnicity and Age are counted for each unduplicated individual accessing face-to-face counseling services during the fiscal year of this contract. If the individual's race/ethnicity is not one of the options listed, the individual should be counted as Other. **This count when totaled must equal the Face-to-Face Counseling total. This is an unduplicated count.**
- (2.5) *Telephone Counseling:* Counseling provided by telephone. The counseling session must be a minimum of 15 minutes in duration to meet the service definition. Each individual is counted once for each telephone counseling session. **This is a duplicated count.**
- (2.6) *Counseling Hours:* Time is measured in 15 minute increments. For example, 15 minutes is reported as .25, 45 minutes is reported as 0.75. All hours are counted each month regardless of the month the individual entered counseling. **All counseling hours are counted for individual and group counseling regardless of whether a full service management file has been opened. This is a duplicated count.**
- (2.7) *Counseling Sessions:* Counseling sessions in individual and/or group settings. The counseling session may take place through residential or outreach services, and must be a minimum of 15 minutes in duration to meet the service definition. For measurement, each face to face counseling session is counted once. **Counseling sessions are counted regardless of whether a full service management file has been opened. This is a duplicated count.**
3. 24 HOUR HOTLINE: The provision of crisis counseling and information and referrals on a 24 hour per day, seven days a week basis by trained center staff, paid or unpaid. This service is measured in telephone contacts; one (1) telephone contact constitutes one (1) unit of service. To meet the service definition, the contact must be with a victim of domestic violence or an individual seeking information about center services or community referrals. **This is a duplicated count.**
4. ASSESSMENT OF CHILDREN: Evaluation of the basic needs of children served by the program, and the referral of children to services when appropriate. Service includes a screening for child abuse and an assessment of risk.
- (4.1) *Child Assessments:* This service is measured in assessments completed. One (1) child assessed is one (1) unit of service provided. Subsequent assessments completed as a result of a change in the child's circumstances or readmission to the program may be counted. **This is a duplicated count.**
- (4.2) *Children Leaving Emergency Shelter after 72+ Hours with a Child Assessment:* Florida Administrative Code 65C-6 requires that a child assessment be provided to all children in shelter for 72 hours or more. Each child leaving shelter after 72 hours or more for whom a child assessment has been completed is counted as one (1) unit of service. **This is an unduplicated count.**

5. DIRECT SERVICE INFORMATION AND REFERRAL: Providing information and/or referrals about domestic violence and available services and resources appropriate to the individual need. Information and referral may be provided face-to-face, by telephone, **by email** or by mail. Each referral to one service agency or resource, per individual per contact constitutes one (1) unit of service. This does not include educational training, presentations, or distribution of materials to the community at large. **This is a duplicated count.**
6. SERVICE MANAGEMENT: The provision of an individual needs assessment, development of a service plan, a written safety plan, and the coordination of appropriate services and follow-up. Files shall contain these elements if an individual has been in shelter for 72 hours or more and in outreach files as appropriate.
  - (6.1) *Service Management in Shelter*: One (1) shelter file closed constitutes one unit of service. When an individual leaves the shelter (or is determined to not be returning and a bed is no longer being held), the file is considered closed. If additional services are then accessed, the file is reopened, **but the individual is not counted again during the same fiscal year.** **This is an unduplicated count.**
  - (6.2) *Service Management in Outreach*: One (1) outreach file closed constitutes one unit of service. In outreach services a file should generally be considered for closure if there has been no contact for 30 days. If additional services are then accessed, the file is reopened. Service management cannot be provided through hotline calls and telephone counseling with individuals who have not participated in a face to face program. **This is an unduplicated count.**
7. COMMUNITY EDUCATION: Presentation to the public, both in person and through the media, of information on the incidence and dynamics of domestic violence.
  - (7.1) *Community Education Units of Services*: The number of presentations to the public, in person, containing information on the incidence and dynamics of domestic violence. One (1) community education presentation before a group of individuals constitutes one (1) unit of service.
  - (7.2) *Community Education Attendance*: The number of individuals attending the presentation. The count must be documented on a sign-in sheet or with a **signed verification** attesting to the number of individuals present at the presentation provided by the responsible individual representing the organization or group receiving the training to meet the service definition.
  - (7.3) *Media*: The number of presentations to the public through the media containing information on the incidence and dynamics of domestic violence. One (1) presentation through the media constitutes one (1) unit of service. A single presentation that is shown multiple times throughout the month is counted only once. **The projected numbers of individuals reached through a media presentation are counted neither under this category nor under Community Education Attendance.**
8. PROFESSIONAL TRAINING: Provision of domestic violence training to law enforcement personnel and other professionals and paraprofessionals.
  - (8.1) *Units of Service*: One (1) training with a group of individuals constitutes one (1) unit of service.

(8.2) *Attendance*: The number of individuals attending the training. The count must be documented on a sign-in sheet or with a signed verification attesting to the number of individuals present at the training provided by the responsible individual representing the organization receiving the training to meet the service definition.

9. **SAFETY PLANNING**: The development of a plan for security that includes a lethality assessment, documentation of abuser patterns, and an escape plan. Florida Administrative Code 65C-6 requires that a service management plan containing a safety plan be provided to all residents in shelter for 72 hours or more and to all non-residents upon 3 or more individual counseling sessions.

(9.1) *Face to Face Safety Planning*: The development of a safety plan with an individual accessing center services in the shelter or through outreach. To meet the service definition, the plan must include the elements in the definition and be signed by the individual acknowledging their involvement in the development of the plan. Each unduplicated individual who receives a safety plan face to face in shelter or outreach counts as one (1) unit of service. A child's safety plan shall not be counted unless the child is the primary program participant receiving domestic violence services and the child's safety plan can be executed independently of the parent/guardian. Please note that most centers do not have programs in which the child is the primary program participant; therefore, most centers will not be reporting the number of safety plans provided to children. **This is an unduplicated count.**

(9.2) *Telephone Safety Planning*: The development of a safety plan over the telephone. To meet the service definition, the safety plan must include the elements in the definition. Each individual who receives a safety plan over the telephone counts as (1) unit of service. **This is a duplicated count.**

(9.3) *Safety Plans ES After 72 Hours*: The number of individuals who left shelter after 72 hours with a safety plan. To meet the service definition, the plan must include the elements in the definition and be signed by the individual acknowledging their involvement in the development of the plan. A child's safety plan shall not be counted unless the child is the primary individual receiving domestic violence shelter services and the child's safety plan can be executed independently. The plan should be initiated within the first 72 hours after an individual enters shelter. Modifications to a safety plan developed with the individual during the shelter stay are considered a continuance of the initial plan. For counting, the initial plan must be completed, dated, and signed within the first 72 hours after the individual enters shelter; and an exit interview signed and dated acknowledging that the individual has reviewed the plan 24 hours prior to exiting the shelter. Florida Administrative Code 65C-6 requires all individuals in shelter for 72 hours or more to have a safety plan, which should result in the number of safety plans ES after 72 hours and the number of individuals leaving shelter after 72 hours being the same except when an individual refuses to participate in the safety planning. The refusal to sign an existing safety plan must be documented in the shelter resident's service file. The completed plan is reported for the month in which the individual leaves shelter. Each individual leaving shelter after 72 hours with a completed, signed, and dated safety plan as defined above counts as one (1) unit of service. The total number of these safety plans must not exceed the total number of individuals leaving shelter after 72 hours for that month. **This is an unduplicated count.**

10. TRANSITIONAL HOUSING: Temporary housing of victims of domestic violence and their dependents, separate from emergency shelter, usually for a period of up to two years. Service is measured in housing admissions and days of housing provided.
- (10.1) *Transitional Housing Admissions*: Each individual housed is counted once for each admission to transitional housing during the fiscal year of this contract. One (1) individual housed constitutes one (1) service unit. **This is an unduplicated count.**
- (10.2) *Transitional Housing Continuing Residents*: Each individual who entered transitional housing in the prior month and remains in transitional housing during more than one month is counted as a continuing resident in the second and all subsequent months following the month the individual initially entered transitional housing. **This is a duplicated count.**
- (10.2) *Days of Transitional Housing*: Days are counted for each individual (including return individuals). Each 24-hour period is counted as a day of housing. **This is a duplicated count.**
11. ALTERNATIVE ACCOMMODATIONS: If an individual has requested shelter and is referred to another shelter or accommodations because the shelter is full or unable to accommodate for gender or safety reasons, one (1) individual constitutes one unit of service. **This is a duplicated count.**
12. INDIVIDUALS SHELTERED BEYOND CAPACITY: Each individual who has been accepted to shelter while the shelter is over capacity and is given sleeping accommodations other than the shelter's regular resident beds is counted as one (1) one unit of service. **This is an unduplicated count.**
13. TANF ELIGIBLE INDIVIDUALS (DIVERSION PROGRAM): All individuals who complete and sign the Domestic Violence Diversion Program TANF Eligibility Determination Form indicating that the income accessible to them at the time of completing the form is less than 200% of the Federal Poverty Level. All children determined to be eligible for TANF services shall also be reported on the TANF Diversion Program form, regardless of whether or not they are present in the shelter. **All children of adults receiving services for whom the adult is the legal custodian should be reported on TANF forms.** Each individual listed on a signed form is counted and reported during the month that the form is signed. Individuals shall complete a new TANF form each time the file is opened.



## Domestic Violence Services Report FY 2005/2006

**Contract No.** #N/A      **Prepared by** \_\_\_\_\_      **Current Date** \_\_\_\_\_      **Phone** \_\_\_\_\_  
**Program Name** \_\_\_\_\_      **Report Month & Year:** \_\_\_\_\_  
**Counties Served** \_\_\_\_\_      **Month** \_\_\_\_\_      **Year** \_\_\_\_\_

**Note: Do not leave any cells blank.**

Direct Services	Individuals Served			
	Children	Women	Men	Total
New Shelter Admissions				0
Repeat Shelter Admissions				0
Continuing Residents in Shelter				0
Leaving Emergency Shelter after 72+ Hours				0
<b>Total Adults Leaving Shelter after 72+ Hours ****</b>				0
<b>Total Adults Leaving ES after 72+ Hours with a Safety Plan ****</b>				
Service Management in Shelter				0
Service Management in Outreach				0
<b>Total Service Management</b>	0	0	0	0
Face-to-Face Counseling in Shelter				0
Face-to-Face Counseling in Outreach				0
<b>Total Face-to-Face Counseling</b>	0	0	0	0
Telephone Counseling Individuals				0

Transitional Housing	Individuals Served			
	Children	Women	Men	Total
Transitional Housing Admissions				0
Transitional Housing Continuing Residents				0

Temporary Assistance for Needy Families Diversion Program	Individuals Served			
	Children	Women	Men	Total
Emergency Shelter TANF Individuals				0
Outreach TANF Individuals				0
<b>Total TANF Individuals</b>	0	0	0	0

Direct Services - Units	Total Units
Face to Face Safety Plans	
Telephone Safety Plans	
Days of Shelter	
Days of Transitional Housing	
Alternative Accommodations	
Individuals Sheltered Beyond Capacity	
Counseling Sessions (Face to Face)	
Counseling Hours	
Hotline Calls	
Direct Service Info and Referral	

Child Assessments	Children (<18)
0 - 23 months	
2 - 4 years	
5 - 12 years	
13 - 17 years	
<b>Total</b>	0
Children Leaving ES After 72+ Hrs with a Child Assessment ***	

Race/Ethnicity	Service	
	Emergency Shelter *	Face-to-Face Counseling in Outreach **
White, non-Hispanic		
Black, non-Hispanic		
Hispanic		
Asian American		
Native American		
Middle Eastern		
Haitian		
Other		
<b>Total</b>	0	0

Age	Service	
	Emergency Shelter *	Face-to-Face Counseling in Outreach **
0 - 23 months		
2 - 4 years		
5 - 12 years		
13 - 17 years		
<b>Total Children</b>	0	0
18 - 29 years		
30 - 44 years		
45 - 59 years		
60 - 64 years		
65 + years		
<b>Total Adults</b>	0	0
<b>Total</b>	0	0

Education and Training		
Community Education	Units	Attendance
Face-to-face Presentations		
Media Presentations		
Professional Training	Units	Attendance
Professional Training		

\* Emergency Shelter New Admissions, Emergency Shelter Age, and Emergency Shelter Race/Ethnicity totals must match.

\*\* Face-to-Face Counseling in Outreach Individuals Served, Face-to-Face Counseling in Outreach Age, and Face-to-Face Counseling in Outreach

\*\*\* Children Leaving ES after 72+ Hours with a Child Assessment must not be greater than Children Leaving Emergency Shelter after 72+ Hours.

\*\*\*\* Total Adults Leaving ES after 72+ Hours with a Safety Plan must not be greater than Total Adults Leaving Emergency Shelter after 72+ Hours.