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A R K A N S A S

# ACASA

A COALITION WORKING TO END  
SEXUAL VIOLENCE &  
HUMAN TRAFFICKING

**ACCREDITATION**

*&*

*Standards of Practice*



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## ACASA Accreditation and Membership gives you:

- ✓ **Resources, Technical Assistance, and additional education through courses, conferences, webinars, and tool-boxes provided**
- ✓ **Facilitated collaboration and cross-state sharing of resources through ACASA team, advisory council and CoSAR**
- ✓ **Basic Advocacy Certification for advocates and other employees**
- ✓ **Tools and courses on self-care and compassion fatigue for responders to sexual violence.**
- ✓ **Assistance in building and providing in-house training tools for new employees before official ACASA certification.**
- ✓ **Training to provide centers with outreach tools and presentations for community engagement.**
- ✓ **Up-to-date best practices and information coming from new studies**
- ✓ **Trainings on updated legislature and the impacts on our centers.**
- ✓ **Support and education to ensure center's ability to meet the needs of funding and best practices in response to survivors.**
- ✓ **Structured training for new directors and advocates.**
- ✓ **Train the trainer/ toolboxes for advocacy training**
- ✓ **Support in preparation to be able to apply for funding and grants.**
- ✓ **Advocacy for Arkansas crisis centers' needs at legislative levels.**
- ✓ **Strong support network through ACASA team and advisory council.**
- ✓ **Recognition and credibility to your crisis center.**





# ACASA Accreditation Process

Building Arkansas communities that promote rights, services, and support to all survivors and employees across Arkansas.

## Step 1: Intent to Apply

An organization wishing to be accredited or to renew its membership (every 3 years) will submit a letter of intent stating accountability to the population they serve and ACASA Program Standards Requirements.



## Step 2: Self Assessment and Documentation

The Crisis Center will be sent a Self-Assessment on capacity of Structure, Education, Services, Financial stewardship, and Board relationship. When needed, the center will develop an appropriate actionable improvement plan to meet the criteria for their center with ACASA. Centers will upload evidence and documentation to Coalition Manager. Definitions and more information can be found in the appendix. ACASA will be available for technical assistance.



## Step 3: Program Review

All evidence and documentation are reviewed by ACASA and a member of the advisory council. Gaps are identified and clarification sought where needed before support visit.



## Step 4: Program Support Visit

Once all documentation is reviewed ACASA will provide a minimum of 30-days notice for a one day support visit. During the support visit, ACASA will verify and document the culture and services of Sexual Violence Program by observing the program, meeting with Executive Director and, and verifying any needed documentation. At this time, ACASA is available to help put plans into place with the Director to help build capacity and meet needs as laid out in step 2.



## Step 5: Accreditation and Continuity of Support

# Introduction

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**The Arkansas Coalition Against Sexual Assault (ACASA) revised the following standards in 2024, which were reviewed by the Executive Director Advisory Council. The standards were compiled from member agency policies to promote uniformity statewide of direct services and related administrative functions.**

**ACASA and membership organizations aim to ensure that each client has access to all services they need regardless of geographic location. The standards will serve to assure that victims receiving services in rape crisis programs and the employees of these programs are afforded basic rights and that programs provide services that are trauma-informed and human-centric. Member agencies are encouraged to review standards and make adjustments to remain compliant. As requested, ACASA will provide technical assistance to aid centers in these efforts.**

# Code of Ethics

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**The primary obligation of a service provider is the welfare of the victims of sexual assault, their families, and friends.**

**Services and assistance will be provided with compassion, respect, and dignity of all people meeting their unique needs.**

**Clients' rights to privacy and confidentiality will be respected and protected, subject only to laws or regulations requiring disclosure of information to appropriate other sources.**

**Services offered will be based on client assessments and will be evaluated on a continuing basis to guide service delivery.**

**Referrals to other resources or services will be made if the client's needs do not fall within the scope of the agency and/or when it is in the client's best interest.**

**Throughout the client/agency relationship, the services provider will foster maximum self-determination on the part of the client.**

**The relationship between the client and the service provider will be kept at a professional level in order to eliminate risking possible exploitation of the knowledge and trust derived from the professional relationship.**

**All advocates, whether paid staff or volunteers, working with clients will have the necessary training, supervision, resources and support needed in their effort to assist clients.**

**Service providers' personal and professional development will be encouraged and supported.**

**The Standards of Service set forth by the ACASA Board of Directors will be implemented and followed.**

# Board of Directors

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## Standards of Practice

**A Board of Directors that is a legally constituted group of individuals whose function is to oversee operations of the sexual assault programs and related services shall govern Rape Crisis Centers. The Board of Directors basic responsibilities are as follows:**

### **Board Orientation**

**The board members will be oriented to the organization, including its mission, bylaws, policies, and programs, as well as their roles, responsibilities, liabilities, and accountability as board members and the dynamics of sexual assault within six (6) months of joining the board and signing a letter of commitment to the program.**

### **Meetings**

**The board will meet according to its bylaws and keep meeting minutes.**

### **Determine the Organization's Mission and Purpose**

**A statement of mission and purposes should articulate the organization's goals, means, and primary constituents served. The Board of Directors is responsible for creating the mission statement and reviewing it annually for accuracy and validity. The Board's role is to effectively monitor which programs are the most consistent with the organization's mission and effectiveness.**

### **Select the Executive Director**

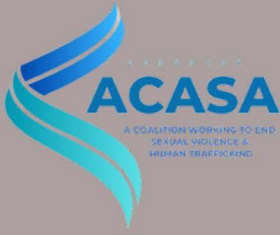
**Boards must reach a consensus on the chief executive's job description and carefully search for the most qualified individual for the position. The Board should provide the chief executive with the support, resources, and participation in board meetings needed to further the organization's goals and evaluate the chief executive's job performance at least annually.**

### **Ensure Effective Organizational Planning**

**As stewards of an organization, boards must participate in an overall planning process and assist in implementing the plan's goals.**

### **Manage Resources Effectively**

**The Board must assist in developing the annual budget and ensuring proper financial controls to remain accountable to its donors and the public and safeguard its tax-exempt status.**



# Board of Directors

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## Standards of Practice

### **Serve as a Court of Appeal**

The board shall serve as a court of appeals in personnel matters following the grievance procedures.

### **Monitor, Create, and Approve Policy**

The Board shall create, approve, review and/or monitor the use of agency policies. The Board shall ensure that the organization has the following policies:

- Personnel Policy and Code of Ethics
- Grievance Policy for Personnel
- Grievance Policy for Clients
- Fiscal Policy
- Conflict of Interest Policy
- Volunteer Policy
- Confidentiality Policy for Clients, Board and Staff
- Bylaws

Documentation of completed orientation will be maintained for each Board Member and included in their Board file.

# **Fiscal Management**

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## **Standards of Practice**

**Sexual Assault Programs are responsible for providing sound financial management of the program and maintaining appropriate documentation thereof.**

### **Requirements**

**Programs must be a private, non-profit agency, with the agency's 501(c) (3) letter or equivalent available for review.**

**Programs shall have written and implemented policies and procedures for the handling of monies within the organization. The information gathered by these Policies must be made available to the ACASA subsequent to a Fiscal Management Standards Complaint. Policies shall address, but are not limited to:**

- **methods of internal control for the organization, to include procedures for adequate controls and segregation of duties;**
- **general ledger and financial statements;**
- **financial reports;**
- **recording of all transactions;**
- **reimbursed staff expenses;**
- **cash receipts;**
- **cash disbursements;**
- **deposits;**
- **bank reconciliation;**
- **payroll;**
- **grant reporting;**
- **property and equipment;**
- **annual budget;**
- **annual audit;**
- **annual report to Secretary of State;**
- **annual report to the Attorney General;**
- **tax filings;**
- **Board oversight of the program's financial aspects.**

# Personnel Policies

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## Standards of Practice

Each program will have written and implemented Personnel Policies that reflect sound employment and comply with the Americans with Disabilities Act; Title VI of the Civil Rights Act; § 504 of the Rehabilitation Act; the Age Discrimination Act of 1975; and other applicable laws and regulations.

### Monitoring Provisions for Personnel Policies

A comprehensive manual containing all personnel policies will be maintained, kept current, and made available to all staff. Each new employee shall receive written notification of terms of employment that will include:

- job title
- job description
- rate of pay
- date of employment
- fringe benefits
- probation period

Each program's Personnel Policies Manual will include a policy on non-discriminatory employment practices and will indicate compliance with all applicable Federal guidelines.

Each program's Personnel Policies shall include the following:

- employment classifications;
- orientation, transfer, promotion and staff development;
- payroll and scheduling;
- employee benefits;
- vacation, sick leave, compensation time;
- provide fair and supportive considerations for employees
- leaves of absences;
- rules of conduct;
- disciplinary outline;
- supervision of staff;
- work performance evaluations;
- employee grievances;
- lay-off and termination of staff;
- sexual harassment;

# Personnel Policies

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## Standards of Practice

- provisions for conducting criminal background checks;
- provisions for conducting Central Registry Checks for child abuse history;
- an active client or resident shall not be hired as direct service staff;
- Fair Labor Standards and Wage and Hour guidelines shall be followed for all paid staff;
- Provisions for random drug tests if required by circumstances.

Each program shall have personnel records to include:

- resume/application for employment;
- verification of training and experience;
- salary information;
- annual work performance evaluations;
- documentation of disciplinary actions;
- job description;
- attendance records current year (SASP: 7/1 to 6/30, all other: 10/1 to 9/30);
- training hours completed;
- confidentiality agreement signed by employee;
- copy of current driver's license or state or federal identification;
- current automobile liability insurance if applicable;
- employee eligibility verification form (I9);
- Signed verification form for random drug tests if required by circumstances;
- Signed receipt of personnel policy.

### Training Requirements for Staff

All staff who supervise, coordinate, and/or provide direct sexual assault or human trafficking services to victims are asked to complete 5 hours of shadowing by a trained advocate prior to unsupervised service provision to clients. New sexual assault or human trafficking staff who are funded through ACASA must also attend eighteen (18) hours of ACASA-provided Basic Sexual Assault Advocacy training and (1.5) hours of Human Trafficking training or ACASA Online Basic Sexual Assault Advocacy and (1.5) hours of Human Trafficking training Modules (online modules are currently in development and therefore are not required until ACASA makes them available) within the first nine months of employment. New human trafficking specialists funded through ACASA must complete OVC TTAC human trafficking training (5 modules) within the first 30 days of employment.

# Personnel Policies

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## Standards of Practice

All staff who provide direct sexual assault or human trafficking services to victims will attend eight (8) hours of continuing education each calendar year. The training topics must be related to job responsibilities. The program's executive director shall approve continuing education not provided by ACASA. They must also receive one (1) hour of ACASA-approved ethics training every two (2) years.

The completed training will be documented for each employee and included in their personnel file.

### Monitoring Provisions for Use of Direct Service Volunteers

Sexual Assault programs may use unpaid volunteers to augment the program's direct and indirect services provided by paid staff.

Programs shall have written policies and procedures regarding the recruitment, screening, training, supervision and/or dismissal of volunteers used to provide both direct and indirect services. Such policies will clarify the roles and contributions of volunteers to the program's service provision, with specific details addressing how, when, where, and the frequency with which volunteers will be used.

There shall be written job descriptions for each volunteer position that follow the job descriptions format for staff members. Job descriptions are to be provided to volunteers upon acceptance into the program.

Programs shall maintain a file on each direct service volunteer that shall include, but is not limited to, the following information:

- Application/resume;
- References;
- Job description;
- Timesheets;
- Financial reimbursement forms;
- Training verification forms;
- An annual evaluation;
- Minimum training records;
- Valid driver's license and auto insurance, if appropriate;
- Central Registry check;
- Background check;
- Signed Confidentiality statement



# Personnel Policies

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## Standards of Practice

### Training Requirements for Volunteers

**All volunteers who provide direct sexual assault or human trafficking services to victims are asked to complete 5 hours of shadowing by a trained advocate prior to unsupervised service provision to clients. New volunteers must also attend eighteen (18) hours of ACASA-approved Basic Sexual Assault Advocacy training and (1.5) hours of Human Trafficking training or ACASA Online Basic Sexual Assault Advocacy and (1.5) hours of Human Trafficking training Modules (online modules are currently in development and therefore are not required until ACASA makes them available) within the first nine months of employment.**

**All volunteers who provide direct sexual assault or human trafficking services to victims will attend eight (8) hours of continuing education each calendar year. The training topics must be related to job responsibilities.**

**The program's executive director shall approve continuing education not provided by ACASA. They must also receive one (1) hour of ACASA-approved ethics training every two (2) years.**

**The completed training will be documented for each volunteer and included in their volunteer file.**

# Personnel Policies

## Standards of Practice

### Training Requirements Chart

Position Type	Training Required	Trainer	Location
<b>ACASA Funded Staff</b>	<b>ACASA SA Basic Advocacy</b> (18 hours) <b>AND</b> <b>ACASA HT 101</b> (1.5 hours)	<b>ACASA</b>	<b>In-Person</b> <b>OR</b> <b>Online or Hybrid</b> (Online/Hybrid - Currently under development)
<b>Human Trafficking Specialists</b>	<b>ACASA SA Basic Advocacy</b> (18 hours) <b>AND</b> <b>OVC TTAC HT</b> (Five modules) <b>AND</b> <b>ACASA HT 101</b> (1.5 hours)	<b>ACASA</b> <b>AND</b> <b>OVC TTAC</b>	<b>In-Person</b> <b>OR</b> <b>Online or Hybrid</b> (Online/Hybrid - Currently under development)  <b>OVC TTAC (Online)</b>
<b>Staff that is not ACASA funded but has direct contact with SA/HT victims or provides SA/HT services (Includes Hotline Operators)</b>	<b>ACASA SA Basic Advocacy</b> (18 hours) <b>AND</b> <b>ACASA HT 101</b> (1.5 hours)	<b>ACASA</b> <b>OR</b> <b>Crisis Center Agency</b>	<b>In-Person</b> <b>OR</b> <b>Online or Hybrid</b> (Online/Hybrid - Currently under development)
<b>Volunteers who have direct contact with SA/HT victims or provide SA/HT services (Includes Hotline Operators)</b>	<b>ACASA SA Basic Advocacy</b> (18 hours) <b>AND</b> <b>ACASA HT 101</b> (1.5 hours)	<b>ACASA</b> <b>OR</b> <b>Crisis Center Agency</b>	<b>In-Person</b> <b>OR</b> <b>Online or Hybrid</b> (Online/Hybrid - Currently under development)

# Personnel Policies

## Standards of Practice

### Training Requirements: Ethics and Continuing Education

Position Type	Training Required	Trainer	Location
All ACASA Funded Staff and Staff and volunteers that are not ACASA funded but have direct contact with SA/HT victims or provides SA/HT services (Includes Hotline Operators)	Ethics every 2 years (1 Hour) Continuing Education Every year (8 Hours)	The program's executive director shall approve ethics and continuing education not provided by ACASA	In-Person OR Online

# Personnel Policies

## Standards of Practice

### ACASA Basic Sexual Assault Advocacy Training

Topic	Minimum Training Time
Overview of Agency and Agency Information	30 Minutes
Dynamics of Sexual Assault and Rape Culture	1 Hour 30 Minutes
Dynamics of Domestic Violence	1 Hour
Police Response and Investigation of Rape Case	1 Hour
Criminal Justice Process	1 Hour
Role of an Advocate	1 Hour 30 Minutes
<b>Medical Procedures</b> <ul style="list-style-type: none"> <li>• Medical facility protocol for treating rape victims</li> <li>• Explanation of rape kit and exam</li> <li>• Medical treatment for sexually transmitted diseases, emergency contraceptives, pregnancy</li> </ul>	1 Hour
Child Abuse/ Mandated Reporting	1 Hour
Neurobiology of Trauma	1 Hour 30 Minutes
Ethics	1 Hour
<b>Cultural Competency</b> (i.e., Under the influence of drugs, alcohol, date rape drugs, elderly, adolescents, non-offending parents, males, lesbians, adult survivors of childhood sexual abuse, religious and cultural issues, marital, non-stranger, disabled.)	1 Hour 30 Minutes
<b>Crisis Intervention</b> <ul style="list-style-type: none"> <li>• Appropriate responses vs. inappropriate responses</li> <li>• Crime Victims Reparation</li> <li>• Active listening</li> <li>• Problems interacting with clients</li> <li>• Role play</li> <li>• Hotline Calls</li> </ul>	2 Hours
Self-Care	1 Hour
Processing, networking, and kinesthetic learning	2.5 hours (5 x 30 min)

# Personnel Policies

## Standards of Practice

### OVC TTAC Understanding Human Trafficking

Topic	Minimum Training Time
Module 1: Defining Human Trafficking in the United States	Self-Paced
Module 2: Identifying Laws Related to Human Trafficking	Self-Paced
Module 3: Using Victim-Centered Approaches	Self-Paced
Module 4: Recognizing and Responding to Human Trafficking	Self-Paced
Module 5: Understanding the Scope of the Issue	Self-Paced

### ACASA Human Trafficking 101

Topic	Minimum Training Time
<p>Human Trafficking Defined</p> <p>TVPA of 2000 (Trafficking Victim Protection Act) Fed Law</p> <p>Smuggling vs. Trafficking-Sex/Labor</p> <p>AMP (action means purpose) model</p> <p>Force Fraud Coercion</p> <p>Pimp Tactics and how control is exerted on victims</p> <p>Branding/tattoos</p> <p>Online Exploitation and the Dark Web</p> <p>Technology Connection for HT and the Dark Web</p> <p>Activities facilitated by the Dark Web</p> <p>Intersection of Violence-DV, SA, Child Abuse, and CSEC</p> <p>Branding-tattoos</p> <p>Red Flags and identifiers</p> <p>What to do- how to report nationally and locally</p>	1.5-2 Hours

# Confidentiality

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## Standards of Practice

**Each program will regard all information obtained about individual clients, whether written, verbal, or observed, in a manner that maintains confidentiality and is in accordance with applicable laws and professional ethics.**

**Programs must have written policies and procedures to ensure that all services provided are recorded in written form and that those records are maintained in a manner that protects the confidentiality and privacy rights of individuals, groups and/or families receiving services.**

**A program must maintain written records of services provided in individual, group, and/or family settings in a secure, locked storage area accessible only to paid staff employed to provide direct services, authorized volunteers, and administrative or executive staff responsible for supervision and /or internal review of service records.**

**No file or information from the client file will be released to another individual or agency not authorized to receive it without the client's or legal guardian's written, informed consent.**

**A client may consent to release information by completing a written release of information.**

**No information in a client file that an agency outside of the program provides should be released to a third party.**

**Staff, volunteers, board members, and students or other providers will sign confidentiality agreements.**



# Hotline

## Standards of Practice

**Crisis intervention, information, and referral will be provided 24 hours a day, seven days a week, on a telephone line answered by qualified trained staff or volunteer and will comply with the Americans with Disabilities Act, Title VI of the Civil Rights Act; § 504 of the Rehabilitation Act; the Age Discrimination Act of 1975; and other applicable laws and regulations.**

**A hotline operated by a sexual assault program must provide 24-hour crisis telephone access to the program.**

**The hotline shall be listed in a local telephone book and widely distributed or be available from local telephone information services in the community where the program is located.**

**To ensure 24-hour hotline accessibility, programs shall have a minimum of two telephone lines, one of which is the hotline. Call waiting is allowed.**

**The hotline shall be answered by a program staff member or volunteer who has had sexual assault crisis intervention training. This training can be the ACASA Basic Sexual Assault Advocacy Training provided by ACASA staff, or an ACASA-approved basic sexual assault advocacy training led by a crisis center Director or their staff.**

**A Program cannot rely on a call-back system for answering the hotline. Once safety is addressed, the advocate may need to confer with, refer, or transfer the caller to another advocate to address the caller's specific needs. Random monitoring calls will be conducted to ensure the hotline is operational and answered by a trained staff or volunteer. Program Directors may conduct random mock calls to their own program to ensure quality assurance.**

**Programs offering hotline services must make reasonable efforts to provide emergency telephone crisis intervention and advocacy. Advocates may need to give victims information concerning limitations to services in the area so that they can make an informed decision. These services include, but are not limited to:**

- **Assessment of the caller's critical needs;**
- **Crisis intervention**
- **including facilitation of an after-hours on-call advocate's hospital response within an hour of the victim's request;**
- **Safety planning;**

# Hotline

## Standards of Practice

- **Information and referral to community resources based on availability;**
- **Emergency shelter access and/or referral if applicable.**

**Programs shall make arrangements and institute procedures for telephone backup or secondary systems to ensure 24-hour hotline coverage and quality assurance. Staff responsible for backup hotline coverage must be trained in sexual assault crisis intervention and must have access to a complete list of community resources. Backup hotline coverage arrangements may include call forwarding.**

**Those trained individuals providing coverage of a program's hotline must be prepared and equipped to respond directly or by referral to callers with accommodation needs and requests, such as individuals with disabilities, those who cannot speak English, etc.**

# Service Provision

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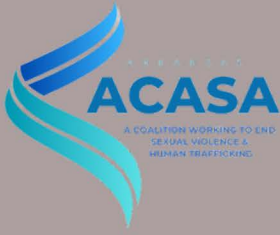
## Standards of Practice

**Services are tangible, goal-directed interactions, advocacy and assistance provided to a client or victim, short and long-term resources and safety plans, and the provision of facilitation and communication support to assist those in need of services from multiple service providers. Services are provided primarily in a face-to-face setting and may include telephone contact by qualified, trained staff or volunteers. All assistance will be provided in a way that will comply with the Americans with Disabilities Act; Title VI of the Civil Rights Act; § 504 of the Rehabilitation Act; the Age Discrimination Act of 1975; Violence Against Women Act and other applicable laws and regulations.**

**After safety has been established, the identification of needed services with the individual by an advocate providing services will facilitate service delivery and referrals and encourage ongoing communication with the providers of additional services that may include, but are not limited to:**

- **Short-term, transitional and/or permanent housing;**
- **Medical, nutritional and/or health services;**
- **Law enforcement assistance;**
- **Legal services;**
- **Public assistance services, including job training and support services;**
- **Child care services and parenting education;**
- **Child protection services;**
- **Alcohol and drug evaluation and education;**
- **Alcohol or substance abuse treatment services;**
- **Services for persons with disabilities;**
- **Transportation assistance;**
- **Counseling services;**
- **Rehabilitation, employment readiness services and/or job training;**
- **Translation services and/or legal assistance;**
- **Crime Reparations Act assistance;**
- **Other related services as needed;**
- **Plan for client to review file shall be in place.**

**Collected data shall be entered into Coalition Manager to allow for the efficient retrieval of data needed to measure the rape crisis and human trafficking program's performance in relationship to its stated goals, objectives and funds received for services.**



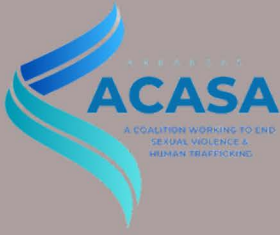
# Reporting Requirements

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## Standards of Practice

**Each program will submit a report of designated data, which reflects an overview of persons assisted by their program to ACASA as required by funding source.**

**In addition to submission of data, programs shall submit status changes and training for Staff and volunteer to ACASA quarterly.**



# **Program Standards Implementation and Monitoring Process**

## **I. Accountability**

ACASA is committed to providing technical assistance to programs to ensure organizations are able to adhere to the standards of practice set forth in this document. Rape crisis programs are accountable to the population served and the ACASA Program Standards requirements. The Advisory Board will oversee the program standards. ACASA will keep a program file for each program with all standards documents and correspondence for a period of three calendar years.

## **II. Roles of the Advisory Council**

The Executive Directors on the Advisory Council will review the program standards as needed and make recommendations for revisions.

## **III. Support Visits**

Support Visits to each program will be conducted annually for the purpose of strengthening adherence and offering technical assistance with Program Standards. ACASA will conduct the Support Visits. ACASA will give a program at least 30 days' notice prior to the visit. Notification will be sent to the Executive Director of the program. Support visits will be completed within one day.

## **IV. Preparing Programs for Support Visits**

To prepare a program for a Support Visit, a checklist of the standards to be reviewed will be provided to programs to describe what is required. In addition, ACASA will be available to provide technical assistance to programs.

## **V. Notices of Standard Non-Adherence**

**Category I- Emergency (Immediately to five business days)**

- Program Facility
- Confidentiality
- Hotline
- Program Operations

# Program Standards Implementation and Monitoring Process

**If the Support Visit/Concern reveals that any condition in this category places the victim in immediate danger:**

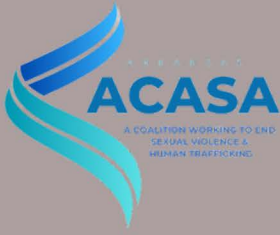
- **ACASA will provide the program with immediate verbal notification of the deviation from the standards. Written notification will also be sent to the program's executive director. ACASA will provide any necessary technical assistance to assist the Executive Director in addressing the issue.**
- **These conditions of non-adherence or concern shall be corrected within the Category I time frame (immediate to 5 days) to show to be unfounded.**
- **If the program fails to fulfill standards within the specified time, ACASA will send a certified correspondence to the Executive Director and program's Board Chairperson advising that the program's Organizational membership will be moved to Provisional status.**

**Category II - Non-Emergency (Ten calendar days to respond to ACASA)**

- **Personnel Development**
- **Board of Directors**
- **Fiscal Management**
- **Peer Support Groups**
- **Volunteer Project Requirements**
- **Case Management**

**If the Support Visit/Concern reveals that any condition places the program in Category II deviation from standards:**

- **ACASA will provide the program with immediate verbal notification of non-adherence/ concern. Written notification will also be sent to the program's executive director. ACASA will provide technical assistance to assist the Executive Director in addressing the issue.**
- **The program must respond to non-adherence/ concern within the Category II time frame (10 days) and provide documentation showing that the concern is unfounded or a plan for corrective action within a reasonable time frame.**
- **At the end of that time period if the program has not confirmed that corrective action has been completed, a meeting will be scheduled with the Executive Director and ACASA administration.**
- **If the program fails to reach full adherence within ninety (90) days, ACASA will send a certified correspondence to the Executive Director and the program's Board Chairperson advising that the program's Organizational membership will be moved to Provisional status.**



# **Program Standards Implementation and Monitoring Process**

## **VI. Repeated Deviation from Program Standards**

**A program may be put on Probationary Status if the program fails to adhere to standards three (3) times during a three (3) month period from different concerns or two (2) times during a three (3) month period for the same concern. A program put on probation remains on probation for three (3) months.**

**If a program in Probationary Status has an additional incident of non-adherence within the three (3) month period, the program may be put on Provisional Status and will not receive funds for any quarter in which they are in Provisional Status.**

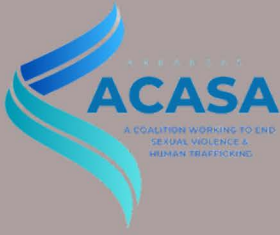
**Disagreement with the requirements themselves cannot be a cause for grievance. The ACASA Support Liaison will meet with the ACASA Executive Director and Associate Director to determine if the program meets ACASA's Program Standards. If the reviewed program is dissatisfied with this determination, the following process must be followed:**

- A letter outlining the dissatisfaction should be submitted to ACASA's Executive Director. This letter should be submitted within five working days of non-adherence for Category I Requirements and within ten working days for Category II Requirements. Within twenty working days from receipt of the concern, ACASA will set a meeting to determine a solution.**
- If not resolved using the process above, and the program wishes to continue the grievance, a letter of complaint should be sent to the President of the Board of ACASA dated no later than ten working days following the receipt of the reply from ACASA's Executive Director. Following the receipt of the letter of complaint, the President of the Board will meet with representatives of the agency within twenty working days. They will make recommendations to the agency. The governing Board of ACASA will make the final decision.**

## **VII. Status Definitions**

**Organizational Status is available to those organizations which operate as autonomous. independent programs within the state of Arkansas and meet the ACASA Program Standards.**

**Provisional Status refers to an organization, which is a sexual assault program that does not meet Program Standards and/or the criteria for Organizational Status. Once a program in Provisional Status is in compliance with Program and Fiscal Standards guidelines they are eligible for Organizational Status.**



# Program Standards Implementation and Monitoring Process

**Probationary Status** refers to a program that falls out of standards adherence (3) times during a three (3) month period for different concerns or two (2) times during a three (3) month period for the same concern (e.g., non-adherence related to hotline services). A program put on probation remains on probation for three (3) months. If a program on Probationary Status has an additional incident of non-adherence within the three (3) month period, the program may be put on Provisional Status by ACASA. A program in Probationary Status is not eligible to apply for sub-grants through the ACASA.