



Serving Children and Families

Organization Name: _____

Date of Review: _____

# of beds:			# of adult clients:	
# of Children:				
	Yes/No	Comments	CAP?	
Twenty-four Hour hotline				
Schedule demonstrates 24/7 coverage				
There is a minimum of two (2) lines				
Hotline number is listed and distributed locally				
Listing reflects a toll-free number or that the number accepts collect calls				
There are instructions in both English and Spanish on how to obtain services				
There is a daily log in place that includes date, name (if given), name of staff/volunteer accepting call				
Hotline will have documentation of a backup system in case a hotline worker cannot respond				
Shelter Walk-through				
Schedule demonstrates that there is 24/7 staff/volunteer coverage				
All outside doors and windows have functioning locks and are kept locked to ensure victims' safety				
Shelter can demonstrate how it provides transportation for service access				
Shelter provides access to basic clothing				
Shelter provides access to food that is nutritionally balanced				
Fire, disaster, and other emergency procedures are posted				
There are secure indoor and outdoor play spaces for children				
All files are in locked storage areas and staff can describe how files are accessed				



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Facility can show evidence that it is in compliance with all applicable state, federal and local health, safety and fire codes			
Shelter demonstrates that it conducts regular fire/disaster drills and documents efforts			
FVPSA- Reasonable accommodations are made for victims who are disabled, including those who are mentally ill, addicted to drugs or alcohol, or otherwise meet the definition of disabled. Reasonable accommodations can include both physical changes or changed in rules, procedures and/or policy			
Client Files			
Agency can produce records from clients that have left the program up to 36 months prior to DSS review			
Client files contains a signed agreement that addresses keeping shelter location confidential			
File contains a needs assessment/intake that was conducted within 24 hours of admission			
A signed, written agreement about services to be provided by the shelter that includes communal living agreements, residents rights and privacy, health and safety rules, individual or family plan of self-defined goals and length of stay policies			
File contains confidentiality and release of information agreements			
File reflects provision of crisis and/or post crisis counseling to victim and/or their dependents in an individual or group basis			
File reflects that appropriate community referrals were made when needed			
File demonstrates that assistance was provided in locating and/or arranging for suitable living arrangements, including transitional housing			



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Personnel Files			
Personnel Files contain documentation of background checks were completed including SLED check, Central Registry Check, Sex Offender Check and Driver's License Record check if providing transportation			
Personnel file contains signed agreement that addresses keeping the shelter location confidential			
File contains documentation of training			
File contains signed confidentiality agreement			
Volunteer files indicate that they are assigned to at least one staff member for supervision			
Policies			
Written policy which outlines workplace response to employees who are victims or perpetrators of family violence that includes support offered and consequences of violent behavior			
Written policy in place that addresses confidentiality of shelter location			
Written Policy that describes staff/volunteer training plan			
Written Policy that clarifies the roles and contributions of volunteers that contains a job description of each volunteer role			
Shelter policy addresses confidentiality, child abuse reporting, nonviolence discipline, weapons, food, medications, and household responsibilities			
FVPSA- Specific policy that outlines workplace response to employees who are having substance abuse problems. Policy should include details related to support offered to employees and consequences of substance use on or off agency premises			
FVPSA- Specific policy that addresses the Pro Children Act of 1994 that requires that smoking not be permitted in any portion of any indoor facility routinely owned or leased or			



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contract for by an entity and used routinely or regularly for provision of health, day care, education, or library services to children under the age of 18			
Written policy describing services to children residing in the shelter or receiving non-residential services which includes orientation to shelter, child's Intake and Assessment, staff training to meet the needs of children, provision of counseling and/or advocacy for children, provision from adequate and secure indoor plan space and recreational activities, secure outdoor space, school enrollment and attendance for children residing in shelter			
Written policy that addresses behavior that could lead to expulsion and outlines grievance procedures for clients and staff			
Written policy that allows victims participating in program to withhold their last name from other victims/participants			
FVPSA- Confidentiality policy that states that a confidentiality agreement must be signed by all staff, volunteers, victims, and visitors and a record of agreement must be kept on file and that all information regarding victims is kept confidential and no personally identifying information may be shared with a third party unless a time lmed release form is signed			
FVPSA- Releases of information must be client initiated to enhance services provided. Forms must be signed by the client or appropriate representative, time-limited as appropriate to the meet the client's needs, limited to a specific service provider or individual, limited in scope, and should include a statement that the forms can be withdrawn at any time			
Confidentiality policy cannot require a survivor to provide a release of information in order to receive services			
Written Safety policy that outlines safety checks performed by staff, shelter's response to emergency situations and threats			



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made to shelter or residents, how the shelter ensures the safety of children and how information is released if it is determined that a resident may cause harm to themselves or others			
Safety policy includes how to access emergency services, and how emergency drills are conducted			
Written policy addressing specific referral procedures for adult male victims that include the same level of services as provided to female victims			
Written policy that shelter accommodations for male victims are provided in an alternative setting			
Written policy that male children of victims 17 yrs and younger must stay in the shelter with their parent			
Written policy addressing hotel/motel placement for victims who are not able to be housed in shelter that include how and under what circumstances			
Written policy that outlines how staff/volunteers will meet the emergency needs of non-English speaking or hearing impaired clients			
FVPSA- Policy that supportive services are provided on a voluntary basis. And not conditioned on participation in any service			
Community Education Program			
Program provides professional training in the form of workshops, seminars, and/or conferences for the purpose of identification, response and prevention of domestic violence			
Program has brochures, materials and etc. that outline available program services and other community resources			
Documentation of events are kept on file and include audience, date, time, duration and attendance sheet			

DSS

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Evaluations are completed on each event and tabulated results are kept on file			
Additional Requirements			
Provider agrees to follow the South Carolina Service and Administrative Standards for Domestic Violence Agencies and SCDSS Policy and Procedures			
Provider is submitting monthly statistical reports detailing the service delivered by the 15 th of each month			
Shelter maintains a DSS survey box that is in an easily accessible area to residents			