

ETHICS & ACCOUNTABILITY

Definition	Providing consistent, deliberate application of defined practices and procedures that promote the health and safety of individuals, the institutional integrity and legality of the Program and its services, and transparency of the Program within the community
Goal	To ensure the health and safety of survivors and co-survivors while receiving program services; and to ensure the health, safety, and integrity of staff members, volunteers, and the Program itself
Minimum Qualifications	<ul style="list-style-type: none"> • Adherence to all federal statutes regarding nonprofit organizations (if the Program is its own nonprofit), or adherence to agency policies (if the Program is part of a nonprofit or other organization) • Adherence to applicable laws and regulations as set forth by the Health Information Portability & Accountability Act (HIPAA), state and federal statutes, and requirements of program funders • Existence of and adherence to policies regarding: <ul style="list-style-type: none"> ◦ Confidentiality of services provided to survivors and co-survivors, including privacy in the remote setting ◦ Personal and professional conduct of staff members and volunteers, as dictated by program and agency policy and by authoritative bodies such as licensing agencies (i.e. the Ohio Counselor, Social Worker, Marriage & Family Therapist Board) ◦ Nondiscrimination, sexual harassment, and violence in the workplace ◦ Financial transparency and accountability for all monies that fund program staffing and services ◦ A defined grievance process for survivors and co-survivors, staff members, and volunteers ◦ Safe and secure technology practices ◦ Obtaining consent for virtual services from survivors • To every extent possible, utilizing best practices and evidence-based approaches when providing services to survivors

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Program Checklist

1. Staffing

- All staff and volunteers pass a criminal background check per agency policy prior to having contact with survivors and co-survivors
 - The Program, and its parent agency when applicable, has a policy identifying the type(s) of background check(s) utilized, as well as acceptable and unacceptable criminal histories for staff members
- All staff and volunteer positions have a clear and concise job description listing core job duties; educational, experiential, and licensure requirements; and hours of work
- All staff and volunteers, including those in prevention and outreach roles, complete the 40-hour mandatory sexual violence training
- The Program has an equal employment opportunity policy
- The Program has a personnel policy manual including the personnel policies listed below, a copy of which is made accessible to each staff member and volunteer upon hire or onboarding
- All staff and volunteers receive orientation upon hire, which includes an explanation of all policies and procedures
- All staff and volunteers agree, in writing, to comply with all program policies and procedures, and they demonstrate consistent compliance with policies

2. Policies

- The Program, and its parent agency when applicable, demonstrates the following organizational components:
 - Appropriate status in good standing, i.e. 501 (c)(3)
 - Approved by-laws governing the structure and function of the Program
 - Board of Directors that is active, engaged, and duly representative of the community and the interests of the Program (i.e. culturally diverse, gender-inclusive, relevant and demonstrated expertise in given field, etc.)
 - A mission statement that is reflective of the Program's purpose and the need(s) it fulfills in the community
 - Adherence to applicable laws and regulations, including the Health Information Portability & Accountability Act, the Americans with Disabilities Act, Equal Employment Opportunity Commission, anti-terrorism statutes, and requirements of all applicable federal and state

funders (VOCA/SVAA, VAWA, JAG, RPE, etc.)

- An organizational culture that promotes cultural inclusion and self-care
- The Program demonstrates adherence to financial policies:
 - General accounting procedures, as dictated by the IRS, the State of Ohio, and funders of the program
 - Clearly delineated budget, including line-item income and expense categories of checks-and-balances system whereby at least two qualified individuals have access to the program's financial information at all times
 - Understanding of all allowable and unallowable activities, as dictated by funders, and a demonstrated adherence to those guidelines
 - Regular reporting procedure for all program finances to the Board of Directors and funders
 - Distribution of an annual report that demonstrates income and expenses and is accessible to the general public
 - Regular program audit, per applicable funding and accreditation bodies
- The Program has a personnel policy manual that includes:
 - Culturally informed and equitable internal support methods for recruiting, sustaining, compensating, and offering pathways to leadership for volunteers and staff members from marginalized communities
 - Equitable grievance and disciplinary processes
 - An organizational chart listing all staff positions and to whom they report
 - Description of benefits applicable to all program staff, and benefits that are applicable to each specific program and/or staff position
 - Policies regarding non-discrimination, sexual harassment, stalking, and violence in the workplace
 - Detailed policy regarding confidentiality of the people served, following the definition of confidentiality provided in the introduction of this document
 - Clearly defined expectations regarding conduct, including professional boundaries with people receiving services, colleagues, and volunteers; expected clothing; etc., as dictated by the Program, funders, and licensing agencies
 - Safety procedures for responding to and documenting emergencies that occur within and around the facility and while providing services outside the facility
 - Policies and procedures that recognize burn-out and the need for self-care for all staff

3. Evaluation

- The Program provides a report of numbers of people served on a regular

basis, in addition to any relevant demographic information, per program and funding policy

- Satisfaction surveys are provided to all who receive services, when possible
- The Program reviews satisfaction surveys on a regular basis (at least quarterly) and adjusts service delivery as needed
- The Board of Directors evaluates the Executive Director's performance at least annually (if applicable based on the Program's structure)
- Staff members are responsible for maintaining their licensure and CEUs as appropriate
- The Program has a policy regarding the content and frequency of staff evaluations, and how those evaluations inform personnel decisions; staff evaluations should be completed at least annually and signed by both the staff member and their supervisor