

## REMOTE SERVICES/TELE-ADVOCACY

<b>Definition</b>	Direct services provided in a virtual, mobile, or other format that does not require the person seeking services to be in the same physical space as the advocate/person providing services; may include advocacy, case management, support groups, etc.
<b>Goal</b>	To provide continuity in service provision when advocates and survivors are not able to be in the same space physically, while enhancing survivors' access to services, especially in rural and remote areas
<b>Minimum Qualifications</b>	Provided by staff or volunteers who have completed the necessary 40 hours of training and have maintained continuing education at 30 hours every two years

# REMOTE SERVICES/TELE-ADVOCACY

## ***Program Checklist***

### 1. Staffing

- Service providers have completed the 40 hours of required training for rape crisis advocates and complete the required continuing education of 30 hours every two years
- Providers receive additional training on remote services, as needed and determined by Program leadership
- Providers have access to connect with supervisors after providing tele-advocacy services to debrief as needed

### 2. Policies

- To maintain confidentiality, the Program should provide agency-issued equipment for service providers to connect with survivors for tele-advocacy services, when applicable
- Agency-issued equipment should not be shared with staff's household members, and should be password protected
- When possible, avoid using personal devices to communicate directly with survivors
- When providing services outside of your Program's office space, service providers should make every effort to connect with survivors when they are away from household members, and alone
- Use private, password protected Wi-Fi accounts, when applicable
- The platform that supports tele-advocacy services should be both HIPPA and VAWA compliant, adhering to confidentiality standards
- Create internal policies for connecting with survivors if technology has any glitches

### 3. Evaluation

- The Program provides a report of the numbers served on a regular basis, per program policy
- The Program collects and regularly analyzes data on requests for remote services and number who utilize the services
- The Program collects satisfaction surveys from people who have utilized the services
- The Program's leadership reviews all documentation/evaluations on a regular basis (at least annually) and makes recommendations accordingly