

**SEXUAL ASSAULT PREVENTION AND CRISIS SERVICES (SAPCS)
MINIMUM SERVICE STANDARDS ASSURANCES DOCUMENT
(REQUIRED IF NOT A SAPCS-STATE GRANTEE)**

Sexual Assault Program (SAP) Name: _____

INSTRUCTIONS: Each Organization must review the following statements and check each box on the left of the standard to indicate acknowledgement the standard is met. For the following 24 standards, any left unchecked or responses with N/A will indicate the standard is not met. This form must be signed and dated by the organization's Authorized Official.

	1. The organization has confidentiality guidelines that are shared with employees/volunteers.
	2. The organization has a signed confidentiality statement on file for all SAP employees/volunteers answering the hotline.
	3. The organization accepts calls from block numbers.
	4. If the organization uses caller ID or any other technology that establishes a record of calls on the hotline, the organization ensures there will not be a breach of confidentiality to third parties.
	5. If the organization uses an answering service, they have a policy covering confidentiality with the provider. The organization conducts training with the answering service employees to ensure they understand the confidentiality policy.
	6. If the organization allows calls to be forwarded to an employee/volunteer's personal phone number, the organization ensures that only the employee/volunteer will answer the hotline and that calls should be taken in a private area where the conversation will not be overheard.
	7. If the organization allows employees/volunteers to call the survivor from a person's phone, I.D. blocking is utilized.
	8. The organization requires each employee/volunteer answering the hotline to sign a non-discrimination policy.
	9. The 24-hour crisis hotline is answered 24 hours a day, 7 days a week by a trained SAP staff or volunteer.
	10. The Organization's advertisements of the 24 Hour Hotline indicates the Hotline is available for survivors of sexual assault and is available 24 hours a day.
	11. SAP trained staff or volunteers answer the hotline immediately or if an answering machine is utilized the caller is connected to a trained employee/volunteer within 5 minutes.
	12. Bypass calls are answered or returned by a trained SAP employee/volunteer within 15 minutes.
	13. All employees/volunteers conducting minimum services are trained on confidential communication requirements in the Texas Government Code, Chapter 420, Subchapter D.
	14. All employees/volunteers conducting minimum services have completed training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.
	15. Supervisors of SAP employee/volunteer providing direct services have at least one year experience providing direct service to survivors of sexual assault or have completed training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.

	16. The organization maintains a current resource/referral list responsive to individuals affected by sexual violence.
	17. SAP employees/volunteers providing any of the minimum services has the current resource/referral list in their possession while conducting minimum services.
	18. The organization does not contract out or otherwise provide these minimum services through a third party with the exception of an answering machine for the 24-hour crisis hotline as detailed above.
	19. The organization identifies and specifically targets underserved or marginalized populations with Public Education efforts.
	20. The organization uses culturally and developmentally appropriate materials to the audience.
	21. SAP employees/volunteers provide Accompaniment to the hospital until they are no longer needed by the survivor.
	22. The organization dispatches an employee/volunteer to provide Accompaniment to a hospital within 15 minutes of receiving a request. Dispatch means a SAP employee/volunteer has been notified of the need for Accompaniment and is on their way to the hospital.
	23. The organization uses accurate information and statistics with citations on public education materials.
	24. The organization evaluates services with the goal of continued program improvement. The organization collects all required outcomes regarding the minimum services.

The undersigned certifies that the above statements are true and accurately reflects provision of the minimum services as listed in the Texas Government Code, Chapter 420 and the Minimum Service Standards for Sexual Assault Programs in Texas, September 2014.

Authorized Official Signature/Title

Authorized Official Printed Name

Date