

Arizona DES Domestic Violence Policy and Procedure Manual



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

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Glossary

- A. **ADES:** The Arizona Department of Economic Security (ADES).
- B. **ADES Domestic Violence Program Meetings:** These meetings are hosted by ADES on a regular basis to discuss success, challenges, share resources, and provide domestic violence related training to members.
- C. **AZ Domestic Violence Program Fund:** This fund is supported through a variety of federal and state dollars including the Family Violence Prevention and Services Act (FVPSA) Formula Grant, Temporary Assistance for Needy Families (TANF), Arizona's Domestic Violence Services Fund, and Social Services Block Grant Program.
- D. **Family Violence:** Any act or threatened act of violence, including any forceful detention of an individual that: (a) results or threatens to result in physical injury; and (b) is committed by a person against another individual (including an elderly individual) to or with whom such person is related by blood, or is or was related by marriage or is or was otherwise legally related, or is or was lawfully residing.
- E. **Domestic Violence:** Domestic violence is a pattern of coercive control and abusive behaviors in any intimate or familial relationship that are used to gain and maintain power and control over another.

Includes criminal or noncriminal acts constituting intimidation, and coercive control, harassment, emotional, psychological and sexual abuse, and psychological abuse and behavior, and psychological aggression, financial abuse, harassment, tormenting behavior, disturbing or alarming behavior and additional acts recognized in other Federal regulatory or sub-regulatory guidance. This definition is not intended to be interpreted more restrictively than FVPSA and VAWA but rather to be inclusive of other, more expansive definitions. The definition applies to individuals and relationships regardless of actual or perceived sexual orientation or gender identity.

- F. **Dating Violence:** Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim and where the existence of such a relationship shall be determined based on a consideration of the following factors: The length of the relationship, the type of relationship, and the frequency of interaction between the person involved in the relationship. This part of the definition reflects the definitions found in Section 400002(a) of VAVA, 42 U.S.C. 13925(a), as required by FVPSA. Includes but not limited to physical, sexual, psychological, emotional violence, financial abuse within a dating relationship, including stalking. Covers in person or online abuse or other forms of manipulation occurring between a current/former dating partners regardless of actual or perceived sexual orientation or gender identity.

- G. Supportive Services:** Services for adult and youth victims or family violence, domestic violence, or dating violence, and dependents exposed to family violence, domestic violence, or dating violence, that are designed to:
- a. Meet the needs of victims of family violence, domestic violence, or dating violence, and their dependents, for short-term, transitional, or long-term safety; and
 - b. Provide counseling, advocacy, or assistance for victims of family violence, domestic violence, or dating violence, and their dependents.

Supportive services include:

1. Prevention services such as outreach services for victims and their children, assistance for children who witness domestic violence, employment training, parenting and other educational services for victims and their children, preventive health services within domestic violence programs (including nutrition, disease prevention, exercise, and prevention of substance abuse), domestic violence prevention programs for school age children, family violence public awareness campaigns, and violence prevention counseling services to abusers;
2. Counseling by trained staff with respect to family violence, counseling or other comprehensive supportive services by peers, individually or in groups and referral to community social services;
3. Transportation and technical assistance with respect to obtaining financial assistance under Federal and State programs, and referrals for appropriate health-care services (including alcohol and drug abuse treatment), but shall not include reimbursement for any health-care services;
4. Legal advocacy services can be provided in a variety of settings including community-based, system-based, mobile and residential settings by properly trained advocates. A program providing legal advocacy services shall:
 1. Provide information about legal options, without providing legal advice, so victims can identify needed interventions and actions from the civil and/or criminal justice systems;
 2. Have a working knowledge of current state, federal and applicable tribal law pertaining to domestic violence, as well as the local justice system's response to domestic violence, including local court rules and practices, in each county where services are provided;
 3. Establish working relationships fostering victim safety with relevant justice system members;
 4. Ensure that appropriate staff members and volunteers have the ability to identify an individual's legal options (without giving legal advice) as part of a service and safety plan that is kept current or changed as the recipient's needs may require.
 - a. Lay legal advocates cannot practice law. "Practice of law" is defined by Arizona Supreme Court Rule 31 (a)(2)(A) as "providing legal advice or services to or for another person." For more

information, please see the Arizona Service Standards for Domestic Violence Service Providers.

5. Children’s counseling and support services, and child care services for children who are victims of family violence or the dependents of such victims, and children who witness domestic violence.
- H. **Youth Related Support Services:** Youth related support programs build assets for young people that both protect and motivate.
- I. **Key Personnel:** Staff involved in the planning, administration, operation, or monitoring of this Grant.
- J. **Protocols:** Those policies and procedures used to refer and provide services to victims of domestic violence in a domestic violence program. Protocols may include, (but are not limited to) development of written Memorandums of Agreement, procedures regarding referrals and service provision to victims of domestic violence.
- K. **Arizona Service Standards for Domestic Violence Service Providers:** A manual updated in 2021 to assist domestic violence programs in providing quality services and implementation of best practices.
- L. **Rural Areas of Arizona:** Defined by A.R.S. § 36-2171 either of the following:
 - a. A county with a population of less than four hundred thousand persons according to the most recent United States decennial census; or
 - b. A census county division with less than fifty thousand persons in a county with a population of four hundred thousand or more persons according to the most recent United States decennial census.
- M. **Coordinated Community Response Team/Safe Home Network:** An alliance of community members, local service providers and other individuals who meet regularly to improve response to and prevent domestic violence in their community.
- N. **Arizona Domestic Violence Programs:** Those programs throughout Arizona who are funded with ADES domestic violence funding. These programs are hosted by ADES on a regular basis to discuss challenges, share resources, and provide domestic violence related training to members. This document also uses the term “AZ domestic violence service providers,” “service providers, and “programs.”
- O. **Shelter:** Shelter includes on-site emergency shelter, hotel/motel emergency shelter placement, and other housing interventions including transitional housing), meals, and supportive services to victims of family violence and their dependents.

- P. **Housing interventions:** Housing interventions vary in the length of time they may be offered. Transitional housing is longer-term than shelter, usually ranging from six months to two years, but is not permanent housing. Rapid re-housing and Housing First are programs that emphasize getting individuals and families into independent housing in the community as quickly as possible, with wrap-around support services accompanying the housing.

Introduction

A. Program Background and Description

The Division of Community Assistance and Development administers the federal Family Violence Prevention and Services Act Grant (FVPSA), other federally funded programs, as well as private and state supported programs.

The Arizona Department of Economic Security, Division of Community Assistance and Development, Office of Interpersonal Violence, has the responsibility for administering FVPSA grant funds. The intent of these funds is to assist States, Native American Tribes and Tribal organizations in supporting the establishment, maintenance, and expansion of programs and projects to prevent incidents of family violence, domestic violence, and dating violence and to provide immediate shelter and supportive services for victims of family violence and their dependents that meet the needs of all victims, including those in underserved communities.

The ADES Domestic Violence Program funds services that are in compliance with the Arizona Service Standards for Domestic Violence Service Providers and FVPSA regulations. These services include temporary, safe emergency shelter, crisis intervention, individual and group counseling, case management, transportation, advocacy, legal and medical advocacy, prevention, children's services, community collaboration, and information and referral.

B. Authority for the Program

- a. FVPSA can be found in [42 U.S.C. §10401 et seq. as amended by P.L. 111-320.4](#). Additionally, the Domestic Violence Services Fund can be found in [A.R.S. § 36-3001-3009](#).

C. Funding for the Arizona Domestic Violence Programs

These funds awarded to programs shall be used for:

- a. Prevention of incidents of family violence, domestic violence, and dating violence, including outreaching to underserved populations.
- b. Provision of immediate shelter and supportive services, and access to community-based programs for victims of family violence, domestic violence, or dating violence, and their dependents.
- c. Provision of services, training, technical assistance, and outreach to increase awareness of family violence, domestic violence, and dating violence, and increase the accessibility of family violence, domestic violence, and dating violence services.
- d. Provision of culturally and linguistically appropriate services.

- e. Provision of services for children exposed to family violence, domestic violence, or dating violence, including age-appropriate counseling, supportive services, and services for the non-abusing parent that support the parent's role as a caregiver, which may, as appropriate, include services that work with the non-abusing parent and child together.
- f. Provision of advocacy, case management services, and information and referral services, concerning issues related to family violence, domestic violence, or dating violence intervention and prevention, including:
 - i. Assistance in accessing related Federal and State financial assistance programs
 - ii. Support groups
 - iii. Safety planning to support the ongoing needs of victims of family violence, domestic violence, or dating violence to make decisions related to their ongoing safety and well-being.
 - iv. Legal advocacy to assist victims and their dependents
 - v. Medical advocacy, including provision of referrals for appropriate health care services (including mental health, alcohol, and drug abuse treatment), which does not include reimbursement for any health care services
 - vi. Assistance locating and securing safe and affordable permanent housing and homelessness prevention services
 - vii. Transportation, childcare, and respite care
 - viii. Job training and employment services
 - ix. Financial planning and economic empowerment services
 - x. Parenting and other educational services for victims and their dependents.

D. Program Goals and Priorities

- a. The ADES Domestic Violence Program strives to:
 - i. Improve accessibility to temporary, emergency safe shelter and related assistance and support to victims of domestic violence and their families.
 - ii. Develop and maintain strong community collaborations and partnerships that address domestic violence issues and services.
 - iii. Reduce domestic violence through prevention, early intervention and education.
 - iv. Implement services based on the Arizona Service Standards for Domestic Violence Service Providers as developed by the State Agency Coordinating Team (SACT) and supported by the Arizona Coalition to End Sexual and Domestic Violence (ACESDV).
- b. The following six (6) priority areas will be addressed through the ADES funded Domestic Violence Programs
 - i. Increase safety for victims of domestic violence and their families.

- ii. Increase supportive services available to domestic violence victims and their families by service collaboration and coordination among key guiding stakeholders.
- iii. Increase comprehensive support services for children who either witnessed and/or experienced domestic violence.
- iv. Increase awareness and understanding of the prevalence and incidence of domestic violence in Arizona.
- v. Increase availability and access to shelter and comprehensive supportive services.
- vi. Increase availability and access to culturally and linguistically appropriate services.

E. Guiding Principles

- a. We believe everyone deserves to live without violence in their lives. We are committed to working together as individuals to prevent domestic violence.
- b. We believe domestic violence affects everyone and all aspects of life. Furthermore, we believe that domestic violence is everyone's problem. We are committed to promoting a comprehensive, culturally sensitive community response to domestic violence and a comprehensive, coordinated and effective system of services and supports.
- c. We appreciate the diversity represented in Arizona's communities. We are committed to developing and implementing programs that take into account cultural norms and demonstrate respect for diversity in all its forms.
- d. We believe people who are victims of domestic violence should have information and services in order to be safe and secure. We are committed to providing emergency shelter and supportive services, as well as information about how to access other services and other needed supports.
- e. We believe every person deserves to be treated with dignity and to be valued. We are committed to developing and implementing programs in a manner consistent with our respect for each individual and honoring their right to make informed choices. Furthermore, we are committed to demonstrating compassion and caring for those who are victims of domestic violence.
- f. We believe victims should not be blamed. We are committed to providing support that empowers victims of domestic violence.
- g. We believe in self-determination for wellness and healing. We are committed to providing support that empowers victims of domestic violence.
- h. We believe perpetrators of domestic violence are responsible for their actions and should be held accountable.
- i. We believe the voices of victims of domestic violence must be heard. We are committed to providing opportunities and the means for them to take leadership roles in developing and implementing domestic violence prevention and intervention programs and services.

- j. We believe continuous learning is key to community development and successful programs. We are committed to reflecting on the lessons we have learned and using these lessons to guide us as we strive for safety, health, and justice for all.

F. The Purpose of this Manual

- a. The purpose of this manual is to document the policies and procedures for domestic violence programs funded by the ADES Domestic Violence Program to use in the development, implementation, and management of their programs. The ADES Domestic Violence Programs are instructed to adhere to the requirements and guidelines set forth in this manual, and are also responsible for incorporating any policy changes into their operations.
- b. Revisions to the manual will be distributed to all service providers at least thirty days prior to the effective date of any change, when appropriate. Service providers may consider keeping relevant correspondence and program updates as an Appendix to this document.
- c. If this reference does not answer your question or concern, or if you have suggestions for additional information that might be included in the policy manual, please contact the Domestic and Sexual Violence Program Specialist at the following address:

Arizona Department of Economic Services
Department of Community Assistance and Development
Domestic Violence Program
MTrulson@azdes.gov
480-532-4631

Program Funding

A. Requests for Funding Grant Application

- a. ADES Domestic Violence Program funding is made available in Arizona through a competitive Request for Proposal (RFP) process. The grant application process is based on a three year cycle. Service providers who submit a successful grant application may renew contracts for a one year period for four renewals or a total of five years.
- b. The ADES Domestic Violence Program funds collaborative efforts at the community level that can result in improvements specific to the safety needs of domestic violence survivors and children experiencing domestic violence. The community level efforts should emphasize partnership building with those entities that can most effectively contribute to improving safety needs and address the unique needs of each survivor.
- c. The ADES Domestic Violence Program funds the development and implementation of community-based, multi-faceted, comprehensive programs that target the problems facing populations experiencing or at-risk of domestic violence. Funded grants include specific strategies to address underserved populations experiencing or at-risk for violence in their relationships. Given documented difficulties racial and ethnic groups have in accessing domestic violence services, providers and systems must address cultural competencies to narrow those gaps. Cultural competence encompasses specific knowledge and skills that are critical at all levels and takes into account the culturally specific ways survivors may experience domestic violence.
- d. Contractors will utilize methods that are appropriate for the demographics and particular characteristics of their community to achieve program standards and outcomes. Contractors will have the flexibility to implement the program in a manner that fits their community and expand to include immigration status, sexual and gender identity, age and disability. The ADES Domestic Violence Program works to ensure that differences in culture, family structure, personal and family values and resources are respected among communities throughout the state.

Scope of Work

A. Deliverables

- a. Quarterly reports in the format to be provided by ADES are due on or before the 20th day of the month following the end of each quarter. Quarterly and Annual reports must include the data requested outlined in the report template.
- b. A monthly Contractor's Expenditure Report (CER) for actual expenditures will be due on or before the 20th day of the following month. Supporting documentation for all expenses must accompany the CER.
- c. When funded program staff is replaced or new program staff hired, the name of the new hire along with a resume, job description, adjusted budget worksheet, and organization chart are due to the ADES Program Specialist within thirty (30) days of hire.
- d. A revised Budget Justification form must be submitted annually on the date requested by the Program Specialist.
- e. All other reports deemed necessary shall be submitted on the date requested by the Program Specialist.

B. Approvals

- a. Changes or updates to the Logic Model and/or Goals and Objectives content are allowable with approval from ADES.
- b. The revised Logic Model and/or Goals and Objectives content that will be implemented during the next Grant period shall be submitted to ADES Program Specialist for approval.
- c. Monthly Contractor's Expenditure Report (CER) shall be approved by the ADES Program Specialist.
- d. Quarterly Reports and Deliverables shall be approved by the ADES Program Specialist.
- e. All marketing materials (brochures, posters, public service announcements, videos, etc.) which will be written, published or recorded by the service provider and paid for with the funds from this grant award must first be approved by the Program Specialist prior to dissemination of such materials or airing of such announcements. Submit a request a minimum of four weeks prior to your deadline. The AZ Domestic Violence Program Fund is inclusive of federal funds that require this process.
- f. The following shall be included in all publications, forms, flyers, etc. that are distributed to recipients of contract services: "Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, insert Contractor name here) prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. The (insert Contractor name here)

must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, the (insert Contractor name here) must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the (insert Contractor name here) will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy please contact: (insert Contractor contact person and phone number here)” Para obtener este documento en otro formato u obtener información adicional sobre esta política, (insert Contractor contact person and phone number here)”

- g. Line item budget moves, within ten (10%) of the total budget or less are allowable with approval from the ADES Program Specialist. A form titled, “Budget Modification Request” must be completed and submitted via email to the ADES Program Specialist. The ADES Program Specialist will send a response if there are further questions or email a signed copy of the approval for your records.
- h. Purchases at or over \$5,000 shall be pre-approved by the ADES Program Specialist and inventoried and tagged with ADES Inventory and Control within thirty (30) days of purchase. ADES also requires an annual update of all inventory.

C. Requirements

- a. It is essential that the service provider train and provide adequate staff persons experienced in domestic violence issues, capable of and devoted to the successful accomplishment of projects that may be performed under this contract. The service provider must agree to assign experienced individuals to project positions. New staff persons may need training specific to domestic violence and the job duties/expectations to meet contractual requirements.
- b. Key management personnel working within the program and with victims experiencing domestic violence shall demonstrate a minimum of one year’s experience working with victims of domestic violence or related educational experience.
- c. An initial 30-hour training is required for all program staff who need to meet the requirements of the domestic violence victim advocate privileged communication statute (A.R.S. § 12-2239). A program may accomplish the initial training through a combination of internal and external resources such as:
 - i. Attending The Sharing Experience 40-hour Domestic Violence Core Advocacy training facilitated by the Arizona Coalition to End Sexual and Domestic Violence or an equivalent organization;

- ii. One-on-one instruction and discussion with a fully trained, experienced advocate or supervisor;
 - iii. Shadowing a fully trained, experienced advocate performing job duties, such as hotline coverage and intake procedures;
 - iv. A practicum – defined as a supervised activity meant to develop or enhance the trainee’s ability to provide direct services. This is to be followed by a minimum of 8 hours of ongoing training annually. Training documentation is to be kept in the personnel file.
- d. Services providers must define documentation of victim services to only include the type(s) of services provided (e.g., lay legal advocacy, information and referrals, medical advocacy), without specific details of services (e.g., safety plan details, specific legal options provided)
- e. Attendance is required at the ADES Domestic Violence Program meetings as scheduled by the ADES Program Specialist.
- f. Client satisfaction survey outcome data must be collected from the following areas: shelter services, support and advocacy services, legal services, counseling and group support services.
- g. Service providers are required to adhere to the requirement and guidelines set forth in the Arizona DES Domestic Violence Policy and Procedure Manual and are responsible for incorporating any policy changes into their operations.
- h. Expenses must be budgeted to provide staff with the required number of hours of annual training.
- i. The software program such as “Osniium” may be utilized in capturing data. Please contact ADES Program Specialist if you are using other software programs.
- j. The Executive Director and key staff must be prepared and present during monitoring.
- k. Service providers must determine and document if a primary client (adult) meets the TANF requirements of having a dependent child and whose income is at or below 250 percent of poverty. Service providers must report monthly data on the number of TANF eligible adults and children and number of services they received.
 - i. A client does not need to meet the TANF requirements to receive services.

Program Management and Administration

A. Role of the Division of Community Assistance and Development

- a. The Division of Community Assistance and Development (DCAD) administers the AZ Domestic Violence Program fund and funding provided by the federal Family Violence Prevention and Services Act (FVPSA) grant. DCAD recognizes that domestic violence has a serious impact on the health of survivors and children. There are communities in Arizona that experience unique barriers and gaps in service provision to victims of domestic violence who are seeking safety and services to end the violence in their lives. DCAD utilizes FVPSA and other funding to address domestic violence in Arizona and provides the criteria, policies, funding, and requirements for developing and implementing domestic violence programs at the community level.
- b. DCAD contracts with non-profit agencies throughout Arizona. Contractors may use a variety of evidence-based informed strategies and/or service delivery systems to achieve desired outcomes. DCAD provides technical assistance to the contractor, monitors contract compliance, and authorizes payment of contracted deliverable services.
- c. DCAD will also:
 - i. Provide training and technical assistance to support AZ Domestic Violence Program activities.
 - ii. Disseminate information and promote cooperation among AZDVP contractors.
 - iii. Administer the FVPSA grants at a state level.

B. Role of Arizona Domestic Violence Service Providers in Program Management

- a. The role of service providers is to:
 - i. Provide temporary, emergency safe shelter and supported services to persons experiencing family violence, domestic violence, or dating violence and their dependents.
 - ii. Include community input regarding domestic violence issues and systems.
 - iii. Participate in a Coordinated Community Response Team (CCRT)/Safe Home Network (SHN) of local service providers and other interested parties to leverage resources that ensure a comprehensive range of services are available for domestic violence victims.

C. Sub-contracts

Service providers shall not enter into any Subcontract under this Grant for the performance of this Grant without the advance written approval of the ADES Program Specialist. The service provider shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities. The Subcontract shall incorporate by reference the terms and conditions of this Grant.

D. Domestic Violence Service Providers' Personnel Policy Standards

- a. Service providers must establish and maintain written personnel policies that comply with Federal and State requirements, including the Arizona Standards for Domestic Violence Service Providers. The personnel files should contain at a minimum, but not be limited to: staff recruitment, application, resume, selection, performance evaluation, promotion, termination, compensation, benefits, orientation to the agency and the program, training, and grievance procedures. At a minimum, service providers must require and ensure that:
 - i. Personnel records are kept confidential in a secured place.
 - ii. An organizational chart and personnel policies are available to the ADES Program Specialist.
 - iii. Job descriptions (specifying training, formal education, experience, and licensure) are available for all positions paid with the AZ Domestic Violence Program Fund, and that these are reviewed annually and updated as necessary to reflect changes in duties.
 - iv. A performance appraisal system is in place for all employees. An evaluation and review of the job performance of all program personnel must be conducted annually, at a minimum.
 - v. For each employee that provides direct care services to minors, a statement or affidavit is completed and notarized that states that the employee is not awaiting trial on, and has never been convicted of, or admitted committing any of the following criminal acts or similar offenses in any state or jurisdiction:
 1. Sexual abuse of a minor
 2. Incest
 3. Sexual assault
 4. Sexual exploitation of a minor
 5. A dangerous crime against children
 6. Child abuse
 7. Sexual contact with a minor
 8. Molestation of a child
 9. Exploitation of minors involving drug offenses
 - vi. Fingerprint records as required by A.R.S. § 36-3008 - "Shelters for victims of domestic violence; personnel; fingerprinting" is in all applicable personnel files.

- vii. Staff certifications and licenses are up to date.

E. Staff Training and Orientation

- a. Service providers must provide orientation of all Program personnel. Orientation must include orientation to the agency of employment, domestic violence issues, program protocols, and program policies and procedures.
- b. Key management personnel working within the program and with victims experiencing domestic violence shall demonstrate a minimum of one year's experience working with victims of domestic violence.

F. Continuous Quality Improvement (CQI)

- a. Service providers must develop an ongoing, systematic process to monitor and evaluate the quality, efficiency, effectiveness, satisfaction, and appropriateness of client service and program operations.
- b. Required CQI
 - i. Resolving Client Problems: Service providers must develop and implement a process by which clients may present grievances about the operation and management of the program and services received. When developing a grievance policy and procedure the following must be included:
 - 1. Service providers must inform the client of the right to grieve and must assist the client with the grievance process.
 - 2. Client grievances must be addressed in a timely manner.
 - 3. Client problems and issues must be tracked to identify trends.
 - 4. Service providers must incorporate findings and feedback into a plan to identify and correct future problems.
 - 5. Service providers must include in writing the address and the phone number of ADES in the last step in the grievance process.
 - 6. Service providers must cooperate in the resolution of client problems brought to the attention of ADES.
 - ii. Client Satisfaction Surveys
 - 1. Service providers shall develop client satisfaction surveys to facilitate client input into shelter and program operations and services.
 - 2. Service providers shall include on client surveys at least two of the four required survey questions:
 - Because of Shelter Experience I feel I know more ways to plan for my safety
 - Because of Shelter Experience I feel I know more about community resources

Because of Support Services I feel I know more ways to plan for my safety

Because of Support Services I feel I know more about community resources

Because of Support Groups I feel I know more ways to plan for my safety

Because of Support Groups I feel I know more about community resources

Because of Counseling I feel I know more ways to plan for my safety

Because of Counseling I feel I know more about community resources

3. Survey questions must be administered for four program areas.
 - a. Shelter services
 - b. Counseling
 - c. Support group
 - d. Support services and advocacy
 4. Client surveys may be administered to areas other than the four required.
 5. Survey results must be considered when identifying areas for improvement.
- iii. Client Record Review: Client records should be reviewed periodically for accuracy, completeness, quality of support, and compliance with policy and contract obligations.
- c. Recommended CQI
- i. Timeliness of Deliverables: Service providers should monitor the quarterly report, the CER, and any other required deliverables for timely submission.
 - ii. Service Referrals: Domestic violence service providers should periodically evaluate the accessibility, availability, and quality of services provided by the outside agencies, providers and organizations to which they are referring clients.

G. Internal Policy and Procedure for AZ Domestic Violence Service Providers

- a. Service providers must maintain an internal policy and procedure manual to be used to provide staff with guidelines for client support and Program management.

- b. When developing policy, procedure, and protocols the service provider must consider contract requirements and requirements as further detailed in this Arizona DES Domestic Violence Policy and Procedure Manual including the Arizona Service Standards for Domestic Violence Service Providers. The internal manual should include but not limit policy related to:
 - i. Management and administrative functions as detailed in the “Program Management and Administration” section of this manual.
 - ii. Quarterly reporting
 - iii. Monthly billing
 - iv. Reporting child abuse
 - v. Procedure for management of on-site medical emergencies

- c. Confidentiality
 - i. Every service provider must assure client confidentiality and provide safeguards for individuals against the invasion of personal privacy as required by Arizona Revised Statutes (A.R.S.) and by Public Law 104-191, the Health Insurance Portability and Accountability Act (HIPAA).
 - ii. Per the Federal Register / Vol. 81, No. 212 / Wednesday, November 2, 2016 / Rules and Regulations, in order to ensure the safety of adult, youth, and child victims of family violence, domestic violence, or dating violence, and their families, funded programs must establish and implement policies and protocols for maintaining the confidentiality of records pertaining to any individual provided domestic violence services. Consequently, when providing statistical data on program activities and program services, individual identifiers of client records will not be used (Section 42 U.S.C. 10406(c) (5)).
 - iii. No client-level data should be shared with a third party, regardless of encryption, hashing, or other data security measures, without written, time-limited release as described in section 306(c)(5). The address or location of any shelter facility shall, except with written authorization of the person or persons responsible for the operation of such shelter, not be made public (Section 306(c)(5)(H)) and the confidentiality of the records pertaining to any individual provided domestic violence services will be strictly maintained.
 - iv. All information obtained and records prepared in the course of providing service to clients shall be considered to be confidential information. No information obtained by the provider’s staff about individuals receiving services may be disclosed without the client’s written consent, except as required by law. The client’s statement of written consent must be included in the client’s record. Information may otherwise be disclosed only in summary, statistical, or other form that does not identify the individual.
 - v. The address or location of a shelter facility, except with written authorization of the person or person responsible for the operation of

such shelter, will not be made public and the confidentiality of the records pertaining to any individual provided family violence services will be strictly maintained (42 U.S.C. 104002 (a)(2)(E)).

- vi. Service providers are bound by the following statutes:
 - 1. A.R.S. § 36-160 Confidentiality of records; unauthorized disclosures unlawful; classification.
 - 2. A.R.S. § 36-568.01 Confidentiality of records
 - 3. A.R.S. § 41-162 Address Confidentiality Program
 - 4. A.R.S. § 12-2239 Domestic Violence Victim Advocate
 - 5. A.R.S. § 13-4430 Consultation between Crime Victim Advocate and Victim
 - 6. A.R.S. § 13-3620 Duty to Report Abuse
 - 7. Public Law 104-191 Health Insurance Portability and Accountability Act
- vii. Service providers shall develop internal policies and procedures that best meet the needs of the agency while accommodating the new Arizona Address Confidentiality Program (ACP) laws (A.R.S. §41-162). The ACP program staff can assist with this process in an advisory capacity, and are available to discuss unique situations as they occur on a case by case basis.
- viii. In accordance with federal and state laws and grant conditions, service providers must have policies and procedures in place to respond to an actual or imminent data breach. Service providers must notify the ADES Program Specialist of any actual or imminent data breach.
- ix. Refer to Arizona Service Standards for Domestic Violence Service Providers, as needed.

H. Shelter Facility Standards

- a. Arizona domestic violence programs funded by ADES should maintain a mechanism of 24/7 on-call response. This may include an automated referral to another local crisis center, if 24/7 staffing is not possible.
- b. Arizona domestic violence programs must be geographically accessible to the population served.
- c. Facilities should be adequate to provide the required services and should be designed for the comfort and privacy of clients.
- d. Facilities must have a written plan and procedure for management of emergencies.

I. Program Eligibility

- a. Per the Federal Register / Vol. 81, No. 212 / Wednesday, November 2, 2016 / Rules and Regulations, no income eligibility standard will be imposed on

individuals with respect to eligibility for assistance or services supported with funds appropriated to carry out the FVPSA (Section 306(c)(3)). No fees will be levied for assistance or services provided with funds appropriated to carry out the AZ Domestic Violence Programs Fund (Section 306(c)(3)).

J. Nondiscrimination

- a. Programs will prohibit discrimination on the basis of age, disability, sex, gender identity, sexual orientation, race, color, national origin, religion, or programs or activities that screen out or tend to screen out individuals with disabilities, unless such criteria are necessary to meet the objectives of the program. Under this law, individuals with disabilities are defined as persons with a physical or mental impairment which substantially limits one or more major life activities. Some examples of impairment which may substantially limit major life activities, even with the help of medication or aids/devices are: AIDS, alcoholism, blindness or visual impairment, cancer, deafness or hearing impairment, diabetes, drug addiction, heart disease, and mental illness.

K. Voluntary Participation

- a. Use of program services by any individual must be solely on a voluntary basis. Individuals must not be coerced to accept services or to make changes in their lives that are not comfortable/acceptable to them (i.e. leave their abuser/attend classes).
- b. Acceptance of a non-violent lifestyle must not be a prerequisite to eligibility for or receipt of safe shelter or any other service or assistance from or participation in any other contractor programs.

L. Client Records

- a. Service providers must establish a record for every client who obtains shelter and/or supportive services.
- b. Service providers must collect only the minimum amount of information needed by the agency to provide services.
- c. Entries in the client record are to reflect professional, nonjudgmental statements. Data collection should be fact-based and service providers should refrain from including subjective statements. Records must be legible, dated, and are to be signed with the first initial and last name of the staff person providing the service. Records must follow standard practice for client record documentation.
- d. Client records should contain the following information:
 - i. Basic intake information
 - ii. Informed consent
 - iii. Exit information, when available

- iv. Follow up information when/where appropriate
 - v. Acknowledgement of Safety Planning.
 - vi. Action/Case Management/Goal Plan.
- e. Clients must be informed that a written record of services provided will be maintained and that this information is confidential information to be divulged only upon their written permission, or as otherwise required by law.
 - f. Service providers must have written policies and procedures to respond to court orders and subpoenas. These policies and procedures should be written and reviewed by an attorney.
 - g. Clients shall have access to their own records at all times, and shall have the right to correct any inaccurate information included in the records.
 - h. Clients will have signed an informed consent statement prior to receiving shelter and/or support services.
 - i. The service provider is responsible for maintaining the client's case file record in a confidential manner, and ensuring that information contained in the records is released only to authorized parties.
 - j. The client's case file record is not available to anybody, including governmental agencies, without specific prior written consent by the client for the release of information in the client record.
 - k. The service provider shall store and maintain client records in a safe, secure location/database. The service provider must have policies and procedures on destroying client data. Individual client records and any detailed information must be purged at least every 3 months or whenever a client leaves the program.

M. Release of Information (ROI)

- a. The release of information form can include specific information of a person who is receiving services, who has received services, or who has been denied services.
- b. A written, time-limited, signed, informed release of information statement must be received from the client prior to releasing client confidential information.
- c. The form must cover all information to be released and the entity to which information is to be given.
- d. A Release of Information form must be time limited, completed, signed and dated for each entity for which information will be given. One form cannot be utilized for multiple entities.
- e. The form must include any responsibilities of the client.
- f. The client has the right to terminate the ROI at any time.
- g. The ROI must include clear time limits, which includes the date and time when the consent begins and ends.
- h. No client shall sign an "open" ROI (i.e. one that does not include an end date).
- i. The ROI must clearly indicate that consent can be revoked at any time either orally or in writing.

N. Fingerprinting

- a. The contractor shall have in all applicable personnel files, fingerprint records as required by A.R.S. § 36-3008 – Shelters for victims of domestic violence; personnel; fingerprinting.

O. Reporting Child Abuse

- a. Service providers shall have policies and procedures concerning reporting child abuse that are in compliance with A.R.S. § 13-3620.

P. Establishing Coordinated Community Response Teams/Safe Home Networks

- a. The service provider must participate in a coordinated community response team/safe home network of local service providers and other interested parties to ensure availability of comprehensive services to domestic violence victims. CCRTs/Safe Home Network are often an intervention in and of themselves and a spring board for social change to address issues of domestic violence. Ideally, meetings should be monthly or what best meets your community's needs.
- b. Service providers must maintain documentation of participation in CCRTs/SHNs in the form of sign-in sheets, agendas and minutes or other relevant documentation.
- c. The service provider must develop and/or document the protocols/Memorandums of Understanding (MOU) used within the CCRT/SHN to provide services to domestic violence victims.

Q. AZ Domestic Violence Program Requirements

- a. Arizona domestic violence programs must establish or implement policies, procedures, and protocols for maintaining the safety and confidentiality of the adult victims and their children of domestic violence, sexual assault, and/or stalking.
- b. Match is required for certain federal funding. For example, if you receive FVPSA funding, this requires at least a 20% match. The local share will be cash or in-kind; and the local share will not include any other Federal funds provided under any authority. Please work with the ADES Program Specialist and Contract Specialist for assistance.
- c. Programs must refer to Uniform Guidance 2 CFR Part 200 and the Accounting and Auditing Procedures Manual for Contractors.

- d. Grant funds made available under this program by the State will not be used as direct payment to any victim or dependent of a victim of family violence.
- e. No income eligibility standard will be imposed on individuals receiving assistance or services.
- f. The address or location of any shelter-facility will not be made public, except with the written authorization of the person or persons responsible for the operation of such shelter.
- g. All grants, programs or other activities funded will prohibit discrimination on the basis of age, disability, sex, gender identity, sexual orientation, race, color, national origin or religion.
- h. AZ Domestic Violence Program funds will be used to supplement and not supplant other Federal, State and local public funds expended to provide services and activities.
- i. Receipt of supportive services under the AZ Domestic Violence Program Funds will be voluntary. No condition will be applied for the receipt of domestic violence services as described in Section 308 (d)(2).
- j. A maximum of 10% indirect rate of the direct costs is allowable.

R. Pandemic Contractual Performance (see sample pandemic plan response in appendix)

- a. Arizona requires a written plan in the event of a pandemic. At a minimum, the pandemic performance plan shall include:
 - i. Key succession and performance planning if there is a sudden significant decrease in service provider's workforce;
 - ii. Alternative methods to ensure there are products in the supply chain; and
 - iii. An up to date list of company contacts and organizational chart.

Americans with Disabilities Act (ADA) Title III

Programs receiving Federal funds must meet ADA requirements. This Chapter will give a broad overview of the ADA requirements for public facilities and is not intended to cover all of Title III requirements. For more information on ADA Title III, programs are encouraged to go to:

- a. <https://www.ada.gov/taman3.html>
- b. https://www.ada.gov/ada_info.htm
- c. https://www.ada.gov/regs2010/titleIII_2010/title_iii_reg_update.pdf. This document is current as of January 17, 2017. Please refer to these documents. If you have questions about ADA, below is a list of phone numbers to call:
 - i. ADA National Network funded through the Department of Health and Human Services, National Institute on Disability, Independent Living and Rehabilitation Research 1-800-949-4232
ADA United States Department of Justice, Civil Rights Division
1-800-514-0301 Voice
1-800-514-0383 TTY

A. Who is Covered by Title III of the ADA

- a. Title III prohibits discrimination on the basis of disability in the activities of places of public accommodations (i.e., private entities that own, operate, or lease to places of public accommodation).

B. Overview of Requirements

- a. Public accommodations must:
 - i. Provide goods and services in an integrated setting, unless separate or different measures are necessary to ensure equal opportunity.
 - ii. Eliminate unnecessary eligibility standards or rules that deny individuals with disabilities an equal opportunity to enjoy the goods and services of a place of public accommodation.
 - iii. Make reasonable modifications in policies, practices, and procedures that deny equal access to individuals with disabilities, unless a fundamental alteration would result in the nature of the goods and services provided.
 - iv. Furnish auxiliary aids when necessary to ensure effective communication, unless an undue burden or fundamental alteration would result.
 - v. Remove architectural and structural communication barriers in existing facilities where readily achievable.
 - vi. Provide readily achievable alternative measures when removal of barriers is not readily achievable.
 - vii. Provide equivalent transportation services and purchase accessible vehicles in certain circumstances.
 - viii. Maintain accessible features of facilities and equipment.

- ix. Design and construct new facilities and, when undertaking alterations, alter existing facilities in accordance with the Americans with Disabilities Act Accessibility Guidelines issued by the Architectural and Transportation Barriers Compliance Board and incorporated in the final Department of Justice title III regulation.
- x. A public accommodation is not required to provide personal devices such as wheelchairs; individually prescribed devices (e.g., prescription eyeglasses or hearing aids); or services of a personal nature including assistance in eating, toileting, or dressing.
- xi. Public accommodation may not discriminate against an individual or entity because of the known disability of a person with whom the individual or entity is known to associate.
- xii. Commercial facilities are only subject to the requirement that new construction and alterations conform to the ADA Accessibility Guidelines. The other requirements applicable to public accommodations listed above do not apply to commercial facilities.
- xiii. Private entities offering certain examinations or courses (i.e., those related to applications, licensing, certification, or credentialing for secondary or postsecondary education, professional, or trade purposes) must offer them in an accessible place and manner or offer alternative accessible arrangements.

C. Individuals with Disabilities

- a. The Americans with Disabilities Act provides comprehensive civil rights protections for "individuals with disabilities".
- b. Legally, an individual with a disability is a person who --
 - i. Has a physical or mental impairment that substantially limits one or more major life activity, or
 - 1. "Major life activities" include functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.
 - 2. Examples of physical or mental impairments include, but are not limited to, such contagious and non-contagious diseases and conditions as orthopedic, visual, speech, and hearing impairments; cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, specific learning disabilities, HIV disease (whether symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism. Importantly, non-heterosexual identities are not physical or mental impairments under the ADA. Individuals who currently engage in the illegal use of drugs are not protected by the ADA when an action is taken on the basis of their current illegal use of drugs

- ii. Has a record of such an impairment, even if they do not currently have a disability, or
- iii. Is regarded as having such an impairment.

D. Eligibility for Goods and Services

- a. In providing goods and services, a public accommodation may not use eligibility requirements that exclude or segregate individuals with disabilities, unless the requirements are necessary for the operation of the public accommodation.
- b. Requirements that tend to screen out individuals with disabilities, such as requiring a blind person to produce a driver's license as the sole means of identification for cashing a check, are also prohibited.
- c. Safety requirements may be imposed only if they are necessary for the safe operation of a place of public accommodation. They must be based on actual risks and not on mere speculation, stereotypes, or generalizations about individuals with disabilities. For example, an amusement park may impose height requirements for certain rides when required for safety.

E. Modifications in Policies, Practices, and Procedures

- a. A public accommodation must make reasonable modifications in its policies, practices, and procedures in order to accommodate individuals with disabilities.
- b. A modification is not required if it would "fundamentally alter" the goods, services, or operations of the public accommodation.
- c. Modifications in existing practices generally must be made to permit the use of guide dogs and other service animals.

F. Enforcement of the ADA and its Regulations

- a. A. Individuals may also file complaints with the Attorney General who is authorized to bring lawsuits in cases of general public importance or where a "pattern or practice" of discrimination is alleged.
- b. In suits brought by the Attorney General, monetary damages (not including punitive damages) and civil penalties may be awarded. Civil penalties may not exceed \$50,000 for a first violation or \$100,000 for any subsequent violation.

Quarterly Reports

A. Quarterly Report Requirements

- a. Quarterly reports in the format to be provided by ADES are to be uploaded to DAARS on or before the 20th day of the month following the end of each quarter. Please see Appendix for a copy of the report.

Monthly Billing

A. Service Provider Reimbursement

- a. Service provider reimbursement provisions and methods are specified in the written contract agreement with the Arizona Department of Economic Services. Reimbursement for services and any other program expenditures are made in accordance with these contract specifications, and upon approval of ADES Program Specialist .

B. Monthly Submission Requirements

- a. Service providers must submit a complete and accurate Contractor's Expenditure Report (CER) on or before the 20th day of each month following service provision for payment from the state for contracted services provided. If the service provider receives FVPSA funding, the service provider must submit along with the CER, the Labor Activity Report for FVPSA funded staff whose salaries are paid from more than one funding source. If there is an unavoidable delay in submission of any part of the report, the service provider must notify the ADES Program Specialist .
- b. The service provider must submit a bookkeeping detail (itemized account summary of line items) of the charges submitted for reimbursement.
- c. Copies of invoices and all back up documents must be kept filed with the agency to submit as requested to ADES.

C. Submission Location

- a. Service providers are to submit (upload) the monthly CER, quarterly and annual report(s) electronically to DAARS System.

D. ADES Contract Specialist's role in CER Approval

- a. The ADES Contract Specialist will review the CER for errors and/or omissions and will consult with the ADES Program Specialist for approval.
- b. The ADES Program Specialist will review all documents prior to approval of CER (invoices).
- c. The service provider will be contacted to discuss any potential discrepancies found.
- d. CER's not meeting specification must be amended by the service provider as soon as possible.
- e. Once the ADES Program Specialist approves the CER, it will be forwarded for payment.

E. Supporting Documentation

- a. The service provider must maintain adequate supporting documentation to verify expenditures billed on the CER.
- b. The service provider must maintain documentation of employee's work hours for those staff whose salaries are split between funding sources. Documentation should indicate the activities performed and amount of time spent on each activity for each funding source.
- c. A Labor Activity Report (LAR) must be submitted for each pay period for each staff funded in part by FVPSA.
- d. A Labor Activity Certification must be submitted annually for all staff supported 100% by FVPSA.
- e. The service provider must maintain adequate documentation to verify required matching dollars. According to Federal Requirement, grantees must document 20% of match of total funded FVPSA dollars. This will be shown on monthly CERs.
- f. A Profit and Loss Statement and a Statement of Activities/Transaction Detail by Account should be included with each CER showing detailed account of all expenditures.
- g. Travel expense receipts must be included for ALL travel.
- h. Receipts for expenses must be available for review.

F. Contractor's Expenditure Report (CER) Instructions

- a. The CER must be completed, signed by an authorized person, and uploaded into DAARS for review.
- b. Instructions for completion of the CER:
 - i. Contractor Number: Write in your current contract number.
 - ii. Contractor's Name: Write in your agency name.
 - iii. Title of Program: Write in Domestic Violence Program
 - iv. Reporting Period Covered: CERs are submitted on a monthly basis, and are to report expenditures occurring during the month. Write in the exact month, day, and year. For example, a report submitted for the month of January 2023 would read, Reporting Period Covered: From 1/1/23 To 1/31/23
- c. Contractor Certification: It is the responsibility of your Financial Officer (your main point of contact for accounting and financial tracking) of the reporting agency to ensure valid representation of the agency's expenditures. Once satisfied, your Financial Officer must sign and date the CER report. An original signature or an electronic signature will be accepted.
- d. 10% Budget Line Adjustment: With prior approval from the ADES Program Specialist, the service provider is authorized to transfer up to a maximum of 10% of the total budget amount between line items. Transfers of funds are only allowed between funded line items. Transfers exceeding 10% or to a non-funded

line item shall require an amendment. NOTE: Even with approval to revise the budget, the current approved budget must remain on CERs. Know that at the end of the contract year, the numbers will be off by up to 10%.

Program Monitoring and Evaluation

A. Monitoring Review

- a. The Monitoring Review will include, but may not be limited to these components:
 - i. Administrative section
 1. Compliance with ADA
 2. Organizational Policies and Procedures (e.g., board minutes, background checks, client grievance forms, non discrimination, board meeting minutes, pandemic plan)
 3. Current licenses and certificates
 - ii. Program section
 1. Organizational policies and Procedures (e.g., voluntary services, confidentiality, non-discrimination, safe storage of medications)
 - iii. Fiscal section
 1. Most recent audit
 2. List of all funders and respective amounts
- b. Ideally, the Monitoring Review will be in-person. However, circumstances may warrant a hybrid or virtual review.
- c. All service providers shall have at least one Monitoring Review every two years or as needed.
- d. To the extent practical, reviews will include a visit to all service provider site locations.

B. Site Visit/Desk Review

- a. In addition to the monitoring review visit, additional site visits/desk reviews will be conducted if the service provider's performance or other circumstances deem it necessary.
- b. Service providers may also request a site visit/desk review for consultative purposes.

C. Purpose of a Monitoring Review and Site Visit/Desk Review

- a. Reviews and visits are conducted to ensure that services were delivered pursuant to the terms and conditions of the contract, federal regulations, and in accordance with the ADES Domestic Violence Program Policy and Procedure Manual and the Arizona Service Standards for Domestic Violence Service Providers.
- b. Other purposes for a review or visit include but are not limited to:
 - i. Identification of strengths and accomplishments
 - ii. Evaluation of the program
 - iii. Assessment of areas in question

- iv. Identification of challenges, barriers, issues or areas of needed focus
- v. Providing consultation, training, and technical assistance
- vi. Facilitation of communication between the service provider and ADES
- vii. Follow-up on previous site visit findings.

D. Monitoring Review Guidelines

- a. The monitoring review will be conducted in accordance with the following guidelines:
 - i. Notification of reviews:
 - 1. The ADES Program Specialist will notify the service provider of the scheduling of the review.
 - 2. The ADES Contract Specialist will send a Contract Compliance Review notification email to the service provider to include:
 - a. The date and time of the visit
 - b. The purpose of the visit
 - c. The Contract Compliance documents for the service provider to review and complete prior to the visit
 - d. Activities to expect as part of the review process.
 - 3. The Contract Compliance Review notification will be sent a minimum of 15 business days in advance of the review. The ADES Program Specialist and Contract Specialist will work with the service provider as much as possible to assist in minimizing interruptions to the staff's normal workload during the course of the review.
 - ii. Review Process
 - 1. Service providers must cooperate fully with ADES staff during the review process by making appropriate records and information available, by allowing staff interviews, and providing a tour of the facilities.
 - 2. The ADES staff will hold an entrance interview to obtain a current overview of the agency's successes and challenges, operations, clarify the review process, meet staff, answer any questions, and discuss completion of corrective action from any past review.
 - 3. Examples of activities included in monitoring reviews may include, but are not limited to:
 - a. Review of service provider documentation
 - i. Any materials distributed to clients.
 - ii. Redacted Client Records.
 - iii. Aggregate client data reports.
 - iv. Management reports.
 - v. Job descriptions, personnel files, etc.
 - b. Meeting with or interviewing program personnel to discuss program successes and challenges.

- iii. Exit Conference
 - 1. ADES staff will provide feedback to the service provider regarding preliminary findings during an exit conference. During the exit conference service providers will have the opportunity to clarify and provide any input they deem necessary.
- b. Review Draft Report
 - i. ADES staff will write findings in a draft report and send the draft with a cover letter to the service provider for review and comment. The cover letter will include instructions for review of the draft report. The service provider must respond to the draft report within fifteen (15) business days of receipt. The draft report may be sent via email.
 - ii. ADES staff will be available to provide technical assistance as needed.

E. Monitoring Review Final Report and Corrective Action

- a. Within (30) thirty days of receipt and review of the service provider's comments, ADES staff will prepare a final report. The final report will identify areas of strength and a request for a written plan of corrective action, if required. The final report will be sent with a cover letter that will include instructions for completion of the written plan of correction.
- b. The service provider will prepare the plan of corrective action addressing each finding. This plan must be returned within 15 business days of receipt of the final report. The final report will be sent by email or certified mail so that the date of the report was received can be documented.
- c. Once the written plan of corrective action has been reviewed and approved by the ADES Program Specialist, it will be included as part of the final report. Also included as part of the final report will be any pertinent attachment/enclosure(s) sent by the service provider.
- d. The final report will be maintained by ADES.

F. Monitoring Review Failure to Comply

- a. If the service provider fails to comply, or a major contract performance issue results, the concern will be reported to the appropriate ADES administrative office for review. The service provider will be notified of the concern and further recourse.

Websites

- A. These web sites may be helpful:
 - a. Arizona Department of Economic Services, Safe Home Network
 - i. <http://www.azdhs.gov/prevention/womens-childrens-health/womenshealth/index.php#domestic-violence-home>
 - b. Health Insurance and Portability and Accountability Act
 - i. <http://www.hhs.gov/ocr/hipaa/>
 - c. Strategic Planning for Non-profit Organizations
 - i. http://www.managementhelp.org/plan_dec/str_plan/str_plan.htm
 - d. Circular A-122, Cost Principles for Non-Profit Organizations
 - i. <https://www.gpo.gov/fdsys/granule/CFR-2012-title2-vol1/CFR-2012-title2-vol1-part230/content-detail.html>
 - e. Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations
 - i. <https://www.federalregister.gov/documents/2015/07/14/2015-17236/audits-of-stateslocal-governments-and-non-profit-organizations-omb-circular-a-133-compliance>
 - f. ADA Regulations and Technical Assistance Materials
 - i. <https://www.ada.gov/ta-pubs-pg2.htm>
 - g. Title III Highlights
 - i. <http://www.ada.gov/t3hilght.htm>

Appendices

Exhibit D - Family Violence Prevention and Services Act (FVPSA) Quarterly Report
ARIZONA DEPARTMENT OF ECONOMIC SECURITY
 Division of Community Assistance and Development

Sub-awardee Portion

This information in this section should be collected by each sub-awardee and compiled by the state into this following section. This report is a compilation of **all domestic violence services** regardless of funding source, not just FVPSA funds, used to provide the below services to victims.

Section A – General Program Information

Total domestic violence program budget	
FVPSA grant amount	
Number of shelter facilities	
Number of non-shelter service sites	

Section B – People Served

Clients Served in Shelter

Number of Children/Youth	
Adults:	
Number of Women	
Number of Men	
Number Not-specified/Other	
Victim seen for the first time between the Federal Fiscal Year (10/1/2022-9/30/2023)	
Total	0

Clients Served with Non-Shelter Services

Number of Children/Youth	
Adults:	
Number of Women	
Number of Men	
Number Not-specified Other	
Total	0

Age

0-12	
13-17	
Unknown Child Age	
18-24	
25-59	
60+	
Unknown Adult Age	
Total	0

Race/Ethnicity

Black or African American	
American Indian/ Alaska Native	
Asian	
Hispanic or Latino	
Native Hawaiian/ Other Pacific Islander	
White	
Unknown/Other	
Total	0

Other Demographics

Number needing language services, such as interpretation	
Number self-identifying as lesbian, gay, bisexual, transgender or queer (LGBTQ)	
Number of children/youth receiving crisis intervention	

Section C – Shelter Services and Crisis Calls

Shelter Nights	
Unmet Requests for Shelter	
Crisis/Hotline Calls	

Section D – Services to Victims

Number of children/youth receiving crisis intervention	
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Number of children/youth receiving victim advocacy services	
Number of children/youth receiving individual or group counseling/support group	
Number of adult victims receiving crisis intervention	
Number of adult victims receiving victim advocacy services	
Number of adult victims receiving individual or group counseling/support group	
Number of adult victims receiving criminal/civil legal advocacy	
Number of adult victims receiving medical accompaniment	
Number of adult victims receiving transportation services	

Section E – Community Education

Adults/General Population

Number of Presentations	
Number of Participants	

Youth Targeted Education

Number of Presentations	
Number of Participants	

Section F – Narrative Responses – MANDATORY – DO NOT SKIP

H-01 - For services supported in whole or in part by your FVPSA grant, share a story about a client (without sharing any personally-identifying information), service or community initiative that could be shared with other stakeholders.

H-02 - What does the FVPSA grant allow you to do that you wouldn't be able to do without this funding?

H-03 - Describe any efforts supported in whole or in part by your FVPSA grant to meet the needs of underserved populations in your community, including populations underserved because of ethnic, racial, cultural or language diversity, sexual orientation or gender identity or geographic isolation. Describe any ongoing challenges.

H-04 - Describe significant prevention and outreach activities, supported in whole or in part by your FVPSA grant, during the program year.

H-05 - Provide information on the evaluation of the effectiveness of your domestic violence programming.

H-06 - Provide any additional information that you would like us to know about your FVPSA-supported domestic violence program, i.e., the unmet needs of victims in your community, other funding sources used for programming or service trends that are emerging in your community.

Section G – Service Outcome Data

		Know more about community resources	Know more ways to plan for safety
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	Survey Type	Number of Surveys Completed	Number of Yes Responses to Resource Outcome	Percent Responses [auto-calc]	Number of Surveys Completed	Number of Yes Responses to Safety Outcome	Percent Responses [auto-calc]
I-01	Shelter survey			#DIV/0!			#DIV/0!
I-02	Support services and advocacy survey			#DIV/0!			#DIV/0!
I-03	Counseling survey			#DIV/0!			#DIV/0!
I-04	Support group survey			#DIV/0!			#DIV/0!
I-05	TOTAL	0	0	#DIV/0!	0	0	#DIV/0!

ADDITIONAL REQUESTED INFORMATION

Names, Position Title, Contact Email and Phone Number of:

1. Director, Executive Director or Chief Executive Officer of your organization
2. Accounting/Finance staff(s) responsible for FVPSA billing
3. Staff(s) responsible for FVPSA reporting
4. Staff(s) responsible for grant management i.e. grant amendments
5. Staff(s) assigned to access the Arizona Procurement Portal (APP)

Exhibit E - Contractor's Expenditure Report (CER)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Division of Community Assistance and Development

1. Contract Number _____

2. Agency's Name _____

3. Title of Program _____

4. Reporting Period (Month/Year) _____

Detailed Statement of Expenditures and Match Requirement

5. COST REIMBURSEMENT (Actual Expenditures)	APPROVED Budget (Matches Original Price Sheet) (a)	REVISED Budget (from ADES Internal Adjustments)	Prior Report Period Year to Date Expenditures (b)	Current Reporting Period Expenditures (c)	Total Year to Date Expenditures (d)	
A. Account Classification:						
Personnel	\$ -	\$ -			\$ -	
ERE	\$ -	\$ -	\$ -	\$ -	\$ -	
Professional & Outside Services	\$ -	\$ -	\$ -	\$ -	\$ -	
In-State Travel Expense	\$ -	\$ -	\$ -	\$ -	\$ -	
Out of State Travel Expense	\$ -	\$ -	\$ -	\$ -	\$ -	
Capital Outlay (Equipment) Expense	\$ -	\$ -	\$ -	\$ -	\$ -	
Other Operating Expense	\$ -	\$ -	\$ -	\$ -	\$ -	
Indirect Costs	\$ -	\$ -	\$ -	\$ -	\$ -	
Total	\$ -	\$ -	\$ -	\$ -	\$ -	
6. Match Expenditures (Actual Expenditures)			Prior Report Period Year to Date Expenditures (b)	Current In-Kind Match Expenditures (c1)	Current Cash Match Expenditures (c2)	Total Year To Date Match Expenditures (d)
A. Account Classification:						
Personnel		\$ -	\$ -	\$ -	\$ -	\$ -
ERE		\$ -	\$ -	\$ -	\$ -	\$ -
Professional & Outside Services		\$ -	\$ -	\$ -	\$ -	\$ -
In-State Travel Expense		\$ -	\$ -	\$ -	\$ -	\$ -
Out of State Travel Expense		\$ -	\$ -	\$ -	\$ -	\$ -
Capital Outlay (Equipment) Expense		\$ -	\$ -	\$ -	\$ -	\$ -
Other Operating Expense		\$ -	\$ -	\$ -	\$ -	\$ -
Indirect Costs		\$ -	\$ -	\$ -	\$ -	\$ -
Total		\$ -	\$ -	\$ -	\$ -	\$ -

ADES USE ONLY	THIS SECTION FOR ADES FINANCE USE ONLY		AMOUNT	CONTRACTOR CERTIFICATION
ADES PROGRAM CERTIFICATION: <input type="checkbox"/> Performance Satisfactory For Payment <input type="checkbox"/> Performance Unsatisfactory, Withhold Payment <input type="checkbox"/> No Payment Due	Total Expenditures / Total Fixed Price		\$ -	I certify that this report has been examined by me, and to the best of my knowledge and belief, the reported expenditures and fixed price information are allowable, valid, based upon our official accounting records (book of account) and consistent with the terms of the contract. It is also understood that the contract payments are calculated by the ADES based upon information provided in this report.
	Adj (if required):		\$ -	
	Less: Year-to-Date Payments		\$ -	
	Net Payment Due:		\$ -	
PROGRAM MANAGER SIGNATURE / DATE	Function	PPC/BFY	\$ -	
			\$ -	
			\$ -	
			\$ -	Prepared by/ email address
			\$ -	

Date: 6/29/2020

Exhibit F - Labor Activity Report

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Division of Community Assistance and Development

Agency: _____

Pay Period: From: _____ To: _____ Payday: _____

Name: _____

Description of work activities	Amount	Fund	%	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	Total
TOTAL HOURS WORKED	0		#DIV/0!	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Annual leave																		
Sick leave																		
Holiday																		
Comp. time used																		
TOTAL LEAVE/HOLIDAY/COMP	0		#DIV/0!	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PAY PERIOD TOTAL	0		#DIV/0!	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

I certify that the hours above represent, to the best of my knowledge, an accurate record of the time that I have devoted to the identified programs and/or activities as per agency policies and procedures.

Supervisor Signature

Date

Employee Signature

Date

Exhibit G - Labor Activity Certification
ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Community Assistance and Development

SUBJECT: Labor Activity Certification for a Single Federal Grant or Cost Objective

PURPOSE: To comply with OMB Circular A-87, it is the policy of the department that when employees work solely on a single Federal Grant or Cost objective, charges for their salaries and wages will be supported by semi-annual certifications that the employee worked solely on that program for the period covered by the certification.

PERIOD OF CERTIFICATION: _____

AGENCY: _____

POSITION NO: _____

POSITION TITLE: _____

NAME OF INCUMBENT: _____

NAME OF FEDERAL GRANT AND/OR DESCRIBE THE SINGLE COST OBJECTIVE: FVPSA _____

As the incumbent of the position listed above, I certify that all work performed during this period was for the single Federal grant or cost objective shown above in accordance with the Office of Management and Budget Circular No. A-87, Attachment B, Paragraph 11h, 3-4.

Signature _____ **Date** _____

This document is to be filed with the timekeeper's records and is subject to audit.

Exhibit H

Certification of De Minimis Indirect Cost Rate

_____ (Name of subrecipient) elects to use the 10% de Minimis rate for indirect cost reimbursement and certifies that it meets each of the following eligibility criteria:

1. The subrecipient has never received a Federally-negotiated indirect cost rate for any federal awards.
2. The subrecipient has received less than \$35 million in direct federal funding for the fiscal year requested.
3. The de minimis rate approved will be applied to Modified Total Direct Cost (MTDC). This base includes all direct salaries and wages, applicable fringe benefits, materials and supplies, services, travel, and up to the first \$25,000 of each subaward (regardless of the period of performance of the subawards under the award). MTDC excludes equipment, capital expenditures, charges for patient care, rental costs, tuition remission, scholarships and fellowships, participant support costs and the portion of each subaward in excess of \$25,000. Other items may only be excluded when necessary to avoid a serious inequity in the distribution of indirect costs.
4. The project costs will be consistently charged as either indirect or direct and will not be double charged or inconsistently charged as both.

The proper use and application of the de Minimis rate is the responsibility of the subrecipient and subject to monitoring by the Arizona Department of Economic Security (ADES) and/or the awarding federal agency. If financial monitoring results in the determination of non-compliance with 2 CFR 200 and/or other applicable federal guidelines, funds must be returned to ADES.

SUBMITTED BY AUTHORIZED REPRESENTATIVE:

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Exhibit I
Family Violence Prevention and Services Act (FVPSA)
Itemized Service Budget
October 1, 2022 to June 30, 2023

Agency's Name: _____

ACCOUNT CLASSIFICATION	TOTAL
Personnel	
ERE	
Professional & Outside Services	
In-State Travel Expense	
Out of State Travel Expense	
Capital Outlay (Equipment) Expense	
Other Operating Expense	
Indirect Costs	
TOTAL	

With prior written approval from the Program manager, the Contractor is authorized to transfer up to a maximum of 10% of the total budget amount between line items. Transfers of funds are only allowed between funded line items. Transfers exceeding 10% or to a non-funded line item shall require an amendment.