



North Carolina Department of Administration
North Carolina Council for Women/Domestic Violence Commission

PROGRAM SERVICE GUIDELINES

Introduction

The North Carolina Council for Women/Domestic Violence Commission (Council) is a departmental advocacy division that provides funding and/or technical assistance to abuser treatment, displaced homemaker, domestic violence and sexual assault county programs statewide. The purpose of the guidelines is to provide all county programs receiving funding from the Council with directives on administrative and programmatic services.

The Council has six regional offices that provide technical assistance to county programs as well as help with program development. The regional office staff is the monitoring section of the Council and will visit county programs in an effort to ensure compliance with all relevant federal laws, state statues and North Carolina administrative code provisions.

FUNDING ELIGIBILITY

A. Displaced Homemaker Program

1. County programs who want to apply for displaced homemaker (DH) funding must adhere to the North Carolina General Statute (NCGS) §143B-394.8 and provide displaced homemakers with counseling, training, services, skills and education that will enable them to secure employment.
2. To qualify for Displaced Homemaker funds, all applicants:
 - a. Shall be a local unit of government or a private, non-profit organization.
 - b. Shall operate for at least two years providing displaced homemakers services prior to applying for the state DH funding.
 - c. Shall have an office location.
 - d. Shall comply with NCGS §143C-6-23 regarding audit requirements and grant monitoring.

- e. Shall provide data on the probable number of displaced homemakers in the area.
- f. Shall provide data on the availability of resources for training and education in the area.
- g. Shall provide data on viable living wage job opportunities in the area.
- h. Shall maintain compliance with agency contracting.
- i. Shall have a Board of Directors that receives board training annually. County programs can have a Regional Director or another organization conduct the training.
 - i. If a county program utilizes another organization's training curriculum, the syllabus must receive the regional director's approval one month prior to the training.
- j. Shall provide timely and accurate reporting to the Council, i. e. program and financial reporting.
- k. Shall comply with the provisions of the grant agreement.
- l. Shall provide a 20% matching fund amount to the DH grant award in order to sustain the displaced homemaker program.
 - i. County programs can use funding from fundraisers, private organization grants, non-profit grants, civic group grants, grants from local government units, in-kind goods or services calculated at fair market value to provide the match.
 - ii. County programs cannot use the divorce filing fees received by all Council funded DH programs as part of the match.
- m. Shall not have supplanted federal, state or local funds that in the absence of state funds would be available for any portion of the program.

B. Domestic Violence Program

- 1. County programs that receive the domestic violence state appropriation from the Governor's Crime Commission also qualify to receive marriage license fees from the Council.
- 2. To qualify for the marriage license fees, all applicants:
 - a. Shall be a local unit of government or a private, non-profit organization.
 - b. Shall operate for one year providing the domestic violence basic services prior to applying for the marriage license fees.
 - c. Shall comply with NCGS §143C-6-23 regarding audit requirements and grant monitoring.
 - d. Shall comply with the provisions of the grant agreement.
 - e. Shall maintain compliance with agency contracting.
 - f. Shall have a Board of Directors that receives board training annually. County programs can have a Regional Director or another organization conduct the training.

- i. If a county program utilizes another organization's training curriculum, the syllabus must receive the regional director's approval one month prior to the training.
- g. Shall provide timely and accurate reporting to the Council, i. e. program and financial reporting.
- h. Shall not have supplanted federal, state or local funds that in the absence of state funds would be available for any portion of the program.

REQUIREMENTS

A. Accounting Requirements

All county programs must adhere to the reporting requirements outlined in NCGS §143C-6-23 and North Carolina Administrative Code (NCAC) Chapter 9.

B. Allowable Use of Funds

- 1. 9 NCAC 03M. 0201 states that county programs must adhere to the Cost Principles outlined in the Office of Management & Budget's circular A-87 and A-122. Determination of allowable costs is at the Council's discretion.
- 2. County programs shall ensure that state funds are utilized for the purpose of the grant as outlined by 9 NCAC 03M.0202.

C. Administrative & Organizational Policies

The County programs must have the following policies:

- 1. Conflict of Interest Policy
 - a. County programs must keep a copy of the conflict of interest policy on file prior to receiving Council funds.
 - b. A notarized conflict of interest policy shall be included with the grant application submitted to the Council.
- 2. Non-Discrimination Policy
 - a. County programs shall have a written policy on non-discrimination which states that the program will not discriminate against staff, volunteers, or program clients based on age, handicap, sex, race, creed, sexual and religious orientation or national origin.
- 3. Organizational Code of Conduct Policy
 - a. The county program shall have a written policy on the expectations of the program and its employees pertaining to rules and regulations which could include any payments for illegal acts, indirect contributions, rebates, bribery.

4. Internal Controls Policy
 - a. County programs shall have a written policy on maintaining records that are relevant and material to the proper administration of its financial and programmatic activities. Those records shall include, but not limited to:
 - i. Written policies and procedures that address personnel issues, financial policies and procedures that address items such as cash receipts, cash disbursements, payroll, travel and purchasing practices.
 - ii. Supporting documentation such as pre-numbered receipts, canceled checks, time sheets, invoices and contracts, which support the accounting records.
 - iii. Budgets with supporting documentation such as budget requests and approval notifications.
 - iv. Formal accounting records such as check registers, journals, and general ledgers.
5. Whistleblower Policy
 - a. County programs shall have a written policy that is intended to encourage and enable employees and others to raise serious concerns within the program prior to seeking resolution outside the program.
6. Confidentiality
 - a. County programs shall have a written confidentiality policy approved by its Board of Directors.
 - b. The policy shall govern the sharing of information internally as well as externally.
 - c. The county program shall maintain a data collection system that protects the confidentiality of the clients including storing files in locked cabinets.
 - d. A confidentiality statement shall be signed by all employees, board members and other volunteers and kept on file.
 - e. Access to files should be limited to any staff doing direct case management.
7. Personnel Policy
 - a. County programs shall have written personnel policies governing the agency's operations. At a minimum, the policies should contain hiring and termination procedures including grievance procedures, and leave policies including holiday, overtime and compensatory pay.
 - b. All employees, including the Executive Director, shall complete timesheets for each pay period, documenting the time worked on a project or program, number of hours to be charged to a particular budget or project and with the supervisor's approval. All staff should be provided with a copy of the agency's policy and procedure manual.

D. Board of Directors

1. County programs shall be governed by a board with members who represent the demographic profile of the community, as well as businesses, government services, legal, educational, religious, and other systems.
2. New board members shall receive orientation at the beginning of their term on programmatic issues, board responsibilities, fiscal responsibility and operations management.
3. Members should receive annual training assessments by the Council on these topics and other topics appropriate to the needs of the agency.
4. Board orientation and training may be provided or coordinated by a regional director of the Council.
5. Board training not delivered by Council staff must be approved by the Council for content.
6. Boards shall have regularly scheduled meetings and keep written records of meetings, which contain date, time, place of meeting, members attending, decisions, motions, etc.
 - a. Copies of approved board minutes should be submitted via e-mail to the county program's Regional Director and kept on file for review by the Council staff during site visits.
7. Boards shall have an active Finance Committee to monitor financial management of the agency.
 - a. The committee should submit a written report at each board meeting for the entire Board to review.
 - b. The Treasurer must be a member of the Finance Committee.
8. County programs shall have a corporate notebook, containing approved board meeting minutes for three years.
 - a. The notebook must also contain the last three year's 990 forms, the program's bylaws and the agency's 501(c) 3 letter (if applicable).

E. Liability Insurance/Bonding

1. County programs shall maintain fire, theft, property and personal liability insurance according to individual agency needs.
 - a. Persons having access to financial resources shall be bonded. Domestic violence shelters should have appropriate insurance to cover building and/or clients in the event of accidents or loss. (See your insurance agency for needs).

F. Grant Application

County programs must apply annually to the Council for its funding. Each county program must submit the appropriate grant application to the Council's Grant section via e-mail.

G. Check Signatures

1. County programs must have two signatures on checks over \$500.

REPORTING REQUIREMENTS

A. Financial Reports

1. Budget Transfer

- a. County programs may transfer funding from one budget line item to another with the approval the Grants Administrator and the Regional Director assigned to the county program's region.
- b. May 31st is the final deadline the Council will accept budget transfer requests.

2. Divorce Filing Fee Monthly Report

- a. All county programs operating a displaced homemaker program must submit a divorce filing fee monthly report to the Grants Administrator by the fifteen of each month.
- b. County programs must include the following: program budget, the actual expenses for the month, year to date expenditures and the remaining balance.
- c. County programs must attach a completed supporting documentation form to the report. The supporting documentation must include the following: expenditure, check number of check used to pay the expense, check date, cost of item or service, total submitted for divorce filing fee monthly report.
- d. The executive director and the preparer of the report must sign and submit it.
- e. If the Council does not receive a divorce filing fee monthly report from a county program or a requested revision of the report, the county program will not receive its portion of the divorce filing fee for the quarter.

3. Marriage License Fee Monthly Report

- a. All county programs operating a domestic violence program and receiving the domestic violence state appropriations from the Governor's Crime Commission must submit a marriage license fee monthly report to the Grants Administrator by the fifteen of each month.

- b. County programs must include the following: program budget, the actual expenses for the month, year to date expenditures and the remaining balance.
 - c. County programs must attach a completed supporting documentation form to the report. The supporting documentation must include the following: expenditure, check number of check used to pay the expense, check date, cost of item or service, total submitted for marriage license fee monthly report.
 - d. The executive director and the preparer of the report must sign and submit it.
 - e. If the Council does not receive a marriage license fee monthly report from a county program or a requested revision of the report, the county program will not receive its portion of the marriage license fee for the quarter.
4. Projected Income Statement
- a. County programs must complete a projected income statement to include in its grant application. The Statement must include an estimate of all sources of projected income for the upcoming fiscal year.
5. Semi-Annual Financial Status Report
- a. County programs operating a displaced homemaker program must submit a semi-annual financial status report to the Grants Administrator and the Regional Director assigned to the county program's region on January 20th and July 20th.
 - b. The county program must attach its check register to the report.
 - c. The report will include the following: grant agreement budget, expenditures for the previous six-month period, total year to date grant expenditures, the grant's unexpended balance and the matching funds provided by another income source.
 - d. The executive director and the preparer of the report must sign it prior to submission.

B. Client Service Reports

1. Semi-Annual Statistical Report

- a. All county programs must submit the semi-annual statistical report by e-mail to the Grants section staff and the Regional Director assigned to the county program's region on January 20th and July 20th.
- b. County programs must ensure the age, gender, marital status, race, and type of assault columns equal the number of clients served.
- c. Non-profits that administer multiple county programs must submit a separate report for each county.

C. Audit Reports

1. Level 1 Reporting Requirements

- a. County programs that receive less than \$25,000 from the state of North Carolina must complete the following: Certification form and the State Grants Compliance reporting form.
- b. The forms are due within six months of the county program's year end.
- c. The county programs must submit the forms to the Grants Administrator.

2. Level 2 Reporting Requirements

- a. County programs that receive at least \$25,000 but less than \$500,000 from the state of North Carolina must complete the following: Certification form, State Grants Compliance reporting form, Program Activities & Accomplishments report, and Schedule of Receipts & Expenditures.
- b. The forms are due within six months of the county program's year end.
- c. The county programs must submit the forms to the Grants Administrator.

3. Level 3 Reporting Requirements

- a. County programs that receive \$500,000 or more from the state of North Carolina must complete the following: Certification form, State Grants Compliance reporting form, Program Activities & Accomplishments report, and "Yellow Book" audit conducted by CPA and includes Schedule of Federal & State Awards.
- b. The forms are due within nine months of the county program's year end.
- c. The county programs must submit the forms to the Grants Administrator and the Office of the State Auditor.
- d. County programs can substitute an A-133 audit for the yellow book audit.

PROGRAM BASIC SERVICES

A. Displaced Homemaker Program

1. Educational Services

- a. County programs will provide clients with information on secondary and post-secondary educational services that will assist clients with securing employment.
- b. The clients will receive information on available employment in the public and private sectors.
- c. County programs will provide information on education, health, public assistance and unemployment assistance programs.

2. Financial Management Services
 - a. County programs will provide clients with financial management assistance on items such as taxes, estate, probate matters, mortgages and loans.
3. Health Education & Counseling Services
 - a. Clients will receive information on principles of preventative health care in the following areas: family health care, nutrition education, physician selection and health care services selection.
4. Job Counseling Services
 - a. County programs will provide job counseling services designed for clients re-entering the job market after an absence.
 - b. County programs will take into account the client's lack of paid work experience and the need to help the client build upon skills and experience.
5. Job Training & Job Placement Services
 - a. County programs will train the client and assist with locating job opportunities in the local public and private sectors.

B. Domestic Violence Programs

1. Office Location
 - a. The county program must operate an office located within the county for which funding is requested that is accessible to clients.
2. Hotline Services
 - a. County programs must maintain a confidential crisis telephone line that operates at all hours seven days a week.
 - b. Staff members that work the hotline must receive adequate training on responding to the needs of callers including: how to develop a safety plan, describe the program's services and provide information on accessing emergency services.
 - c. County programs that operate a domestic violence and sexual programs are encouraged to consolidate the program hotlines and cross train the staff responsible for providing hotline coverage to maximize services to callers.
 - d. During regular office hours, callers must have access to a trained advocate. After regular office hours, county programs may utilize answering services but calls cannot be answered by an answering machine.
 - e. A voice mail system must provide callers with the ability to directly connect to a trained advocate.
3. Crisis Intervention & Referral Services
 - a. County programs must provide crisis intervention services to clients by telephone or in person.

- b. County programs must have access to local community resources information to provide to clients.
- 4. Transportation Services
 - a. County programs are encouraged to network with community organizations such as law enforcement to provide transportation.
 - b. County programs must provide or coordinate with other organizations transportation services to clients in emergency situations.
- 5. Shelter Services
 - a. County programs must provide emergency shelter for clients and their families who are fleeing violence.
 - b. Shelters must have the following: written intake process, including procedures for ensuring safety for victims with mental or physical health concerns, male children or substance abuse issues.
 - c. Shelter residents must have reasonable access to staff at all times. Staff should be available at all times.
 - d. Reasonable access to staff includes pagers, telephones, and cell phones for shelter residents to access to reach staff when they are not on the premises.
 - e. The shelter services should provide the basic needs of the clients including: safety, food and hygiene products.
- 6. Advocacy & Counseling Services
 - a. County programs must provide advocacy, individual and group counseling to clients and when appropriate to their children.
- 7. Community Education
 - a. County programs shall provide the community information on the dynamics of domestic violence, the importance of supporting efforts to reduce it, provide professional training to groups & organizations about appropriate identification and response to domestic violence.
 - b. County programs must have brochures, materials, etc. that outline available program services and other community resources.
 - c. Materials should be translated into the languages spoken by the local population.
- 8. Staff Training
 - a. Staff should receive training to perform their duties.
 - b. County programs that operate domestic violence and sexual assault programs must cross train staff to enable them to respond to an emergency situation regarding either issue.
- 9. Program Fees for Victim Services
 - a. Due to economic abuse, county programs should provide services free of charge when possible.

- b. Programs are encouraged to develop sliding fee scales for clients who are able to pay.
- c. Services should never be denied based on ability to pay.
- d. County programs should not charge fees to shelter clients.

RESOURCE LINKS

Governor's Crime Commission

(<http://www.nccrimecontrol.org/Index2.cfm?a=000003,000011>)

North Carolina Administrative Code

(<http://reports.oah.state.nc.us/ncac.asp>)

North Carolina Council for Women/Domestic Violence Commission

(<http://www.nccfwdvc.com>)

North Carolina General Statutes

(<http://www.ncleg.net/gascripts/Statutes/StatutesTOC.pl>)

North Carolina Office of the Auditor

(<http://www.ncauditor.net/pub2/>)

Office of Management & Budget

(<http://www.whitehouse.gov/omb/>)