The purpose of this Policies and Procedures Manual is to establish operating procedures that are standard throughout Little Dixie Community Action Agency’s Victim Services Programs (hereafter referred to as LDCAA), to protect the employees and to preserve the integrity of the programs. This manual shall serve as one document to be used by all persons. As the agency grows, it may become necessary to amend the plan. When this occurs, staff members will be informed of the amendments. It is the responsibility of each Victim Services Program employee, volunteer, and LDCAA Board Member to read this manual and to become familiar with the provisions.

MISSION

The mission of LDCAA’s Victim Services Programs is to provide relief and support for persons who have suffered physical or emotional abuse as a result of domestic violence, sexual assault, and stalking; to empower those who have lived in violent relationships and those who are survivors of sexual assault and stalking by utilizing the concepts of individual worth, choice, self-determination and independence; to assist those persons to utilize community resources for the establishment of healthy familial relationships and self-growth; to eradicate the myths and ignorance by enlightening and educating the communities served; and to advocate unceasingly for a non-violent society. In accordance with this mission, LDCAA serves and is served by persons of all age, economic, ethnic, lifestyle, racial, religious and social groups.

The mission of the LDCAA’s Court Appointed Special Advocates (CASA) Program is to provide a volunteer to serve as advocate for every abused or deprived child who comes before our District Court. A further mission of the CASA program is to raise community awareness of the needs of abused children, and to develop ways the community can participate in meeting those needs.

Philosophy

The philosophy for service provision for victims of domestic violence, sexual assault is that: All persons have the right to live without fear, abuse, oppression, violence, and child abuse. There should be equality in relationships and survivors of domestic violence, sexual assault and stalking should be helped to assume power over their own lives. Survivors should be treated with dignity and respect; all people involved in violent crimes are affected – victims, children, families, partners, friends, the community, and perpetrators. Offending is a choice, and perpetrators of domestic violence, sexual assault and stalking are solely responsible for their behavior, and they should be held accountable for their behavior. A coordinated community response is the best approach to eliminating domestic violence, sexual assault and stalking in Oklahoma; intervention and services shall be based upon the safety and well-being of individuals and communities. Services shall be provided in a non-judgmental, voluntary, non-coercive manner and take place in a safe, trauma-informed environment. Services should encourage self-determination, autonomy, physical and emotional safety, and provide information that will enable independence. Services shall respect cultural diversity by recognizing the spectrum of differences that exists among groups of people with definable and unique cultural backgrounds. Services shall be delivered from an approach that recognizes the impact of trauma and acknowledges the role of trauma in the lives of victims/survivors and their dependents.
I. CORE SERVICES

a. It is the policy of LDCAA’s Victim Services Programs to serve residential and non-residential victims of domestic violence, sexual assault, and stalking, and their dependents or family members.
b. LDCAA shall provide safe, accessible, and trauma-informed services for victims of domestic violence, sexual assault, and stalking, and their dependents or family members.
c. LDCAA shall have a philosophy of service provision based upon voluntary services and individual self-determination. The written statement of the philosophy of services shall be approved by the governing Board of Directors and made available to the community, staff, volunteers and clients.
d. LDCAA shall have policies and procedures to maintain facilities, staffing, and operational methods, including a policy for recruitment of board members, staff and volunteers who are representative of diversity in the local community and of clients served.
e. LDCAA shall provide sexual assault services.
f. LDCAA shall offer crisis intervention services (see Section II).
g. LDCAA shall offer danger assessment, safety planning, counseling or support, support groups, and advocacy in a trauma-informed environment.
h. LDCAA shall maintain an atmosphere of and offer services that are free from all forms of unlawful discrimination based on race, gender, religion, color, age, national origin, and/or disability (i.e., physical, mental illness, and substance abuse). Services to immigrant women will not be denied or diminished on the basis of immigration status.
i. LDCAA shall provide public education to increase the community’s awareness and understanding of domestic violence, sexual assault and stalking, available and needed resources, and to identify the role community can play in eliminating domestic violence, sexual assault, and stalking.

II. CRISIS INTERVENTION SERVICES

LDCAA shall offer trauma-informed crisis intervention services, to include the following:

a. Crisis telephone services staffed twenty-four (24) hours per day by trained staff or volunteers, and 24-hour immediate, direct access to crisis advocates. Pagers, answering machines or answering services shall not be used.
b. Emergency housing such as hotel or motel available for victims and their dependent(s).
c. Arrangement for safe shelter, food, clothing, and incidentals as needed by victims and dependents.
d. Twenty-four (24) hour emergency transportation or access to transportation for necessary and emergency services (i.e. shelter, to and from SANE exams, etc.). This provision shall not require service providers to be placed in a situation that could result in injury.
e. Cooperation with law enforcement to offer assistance to the victim and accompanying dependent(s). LDCAA will ensure victims are educated about participating in the legal prosecution of their offender and that an appropriate release or waiver may be necessary.

f. Provision of advocacy and referral to assist victims in obtaining needed services or resources.

g. Foreign language interpretation.

h. Follow-up services to all victims, if victim safety is not compromised. Clients who give permission for follow-up services will be contacted within two (2) weeks of initial contact.

i. Group and/or individual counseling or support services, made available before or after normal business hours (8 am to 5 pm), if needed by clients. These services shall minimally offer the following:
   1) A facility with offices, and individual and group counseling space to offer services.
   2) Advocacy services, both in person and by telephone, either in the locations of other community services and systems, or in the program's offices. Other locations include, but are not limited to, those necessary to provide court advocacy services to clients.
   3) Service approaches shall focus on the empowerment of victims to access needed resources and to make healthy and safe decisions for themselves and dependents.

j. LDCAA shall maintain at a minimum the following client resources:
   1) Service agreements with community service providers for client services, which shall be renewed every three (3) years; if unable to establish a service agreement, attempts shall be documented;
   2) A resource document of local, area, or state resources to facilitate referrals for clients;
   3) An updated list of identified behavioral health professionals in the community who treat clients with related trauma and need mental health or substance abuse services, since LDCAA does not have a behavioral health professional on staff.

III. SEXUAL ASSAULT SERVICES

a. LDCAA is and shall continue to serve as an active member of the Sexual Assault Response Team/Coordinated Community Response Team in each county of its service area (Choctaw, McCurtain, and Pushmataha Counties). In addition, LDCAA collaborates with other certified DVSA providers in the service area. At a minimum, LDCAA shall offer the following services:
   1) Counseling or advocacy and support services offered at any safe and appropriate site (LDCAA offices, law enforcement, legal, medical or social service setting), as needed by the client.
   2) A twenty-four (24) hour crisis line, crisis intervention, in-person advocacy, active listening, and support by trained staff or volunteers with a knowledge of the issues and processes of sexual assault, rape trauma recovery, assessment, referral when indicated, and family involvement when chosen by the victim.
   3) Clothing, if needed, for the sexual assault victims.
   4) Follow-up contact that does not compromise privacy and safety needs of the victim shall be offered to all sexual assault clients seen in the medical setting.
b. If written permission is granted by the client for follow-up contact, it shall be done no later than fourteen (14) business days after face-to-face crisis intervention. Follow-up will offer agency services or other available resources needed by the client.

c. When appropriate staff or volunteers are available, LDCAA shall assist the Council on Law Enforcement Education and Training (CLEET) by providing appropriate staff or volunteers to assist in sexual assault and sexual violence training to law enforcement.

d. Since LDCAA does not have a behavioral health professional on staff, the agency shall maintain an updated list of identified behavioral health professionals within the service area who treat clients with sexual assault-related trauma.

IV. CHILDREN SERVICES

LDCAA client records for children shall contain, at a minimum, the following information:

a. Intake and screening information
   1) Client's name
   2) Date of initial contact/intake
   3) Age
   4) Pertinent medical information
   5) Mother’s name
   6) Father’s name
   7) Adult client's abuser (if different from child's biological father)

b. Custody
   1) Has a court entered a custody order? If yes, what does the order provide?
   2) With whom does the child physically reside?
   3) Does the child have contact with the adult client's abuser?
   4) Is visitation court ordered with the abuser?

c. Safety (including but not limited to)
   1) History of child abuse or neglect
   2) Exposure or witnessing violence
   3) Child's response to witnessing violence
   4) History of involvement in the child welfare system, including the presence of current child welfare involvement

d. Service notes, which shall minimally include:
   1) Date
   2) Location
   3) Start time
   4) Duration
   5) Description of services provided delineated by time spent and service code, if applicable, or documentation of referral to other services or case management.

e. Within five (5) business days of entry into residential services (excluding advocacy, children’s activities or crisis intervention), LDCAA shall offer to assess the risk and needs of the children accompanying primary victims as well as offer children's services to address the impact of
violence and trauma in their lives and to facilitate healing. A risk and needs screening and assessment on each child, when accepted, shall minimally include:

1) Brief trauma screening to assess the impact of trauma;
2) Developmental history to include speech and language, hearing and visual;
3) Medical or physical health history;
4) Social history to include interactions with peers;
5) History of use of tobacco, alcohol or other drugs;
6) Parent/guardian custodial status;
7) Community referral needs.

f. Services provided to each child shall be culturally sensitive while addressing the identified risks and needs, and shall minimally include:

1) safety planning that is appropriate with respect to the child or adolescent's age, development, and education;
2) a specific safe, protected play area for children;
3) advocacy with community systems;
4) referral to community resources for needed services;
5) linkage and advocacy with the local school system to provide for ongoing educational needs;
6) parenting support for clients, if applicable; and
7) Children's groups using age-appropriate topics and based on established best practices.

g. Pursuant to Title 10A O.S. § 1-2-101, any person having reason to believe that a child under the age of eighteen (18) years is a victim of abuse or neglect shall report the matter promptly to the Department of Human Services.

V. CLIENT RECORDS

a. LDCAA shall have and maintain a master client index system containing the client's name and the victim services program’s discreet numerical or letter identifier.

b. No identifying information such as initials, age, year of birth, or gender shall be part of the client ID. The same discreet identifier shall be the client ID that is entered into the Oklahoma Office of Attorney General database without further encryption.

c. In accordance with Oklahoma Office of Attorney General standards, LDCAA shall correct errors on record material by lining through, initialing the error, and inserting the correct material either above the error or at the end of the entry. LDCAA forbid the use of "white-out" or any action which obliterates the error.

VI. RECORD CONTENT – GENERAL

LDCAA client records shall contain, at a minimum, the following information:

a. Intake and screening information
   1) Client’s name
   2) Date of initial contact/intake
3) Pertinent medical information
4) Emergency contact information
5) History/nature of abuse, including an evidence-based, dangerousness assessment and screening for stalking and trauma, including a description of the event that precipitated the request for services and safety planning
6) Screening for strangulation and head trauma, if applicable, information shall be given to client
7) Perpetrator information, if known.
b. Service notes, which shall minimally include:
   1) Date
   2) Location
   3) Start time
   4) Duration
   5) Description of services provided delineated by time spent and service code, if applicable, or documentation of referral to other services or case management.
   6) Signature of staff and volunteer providing the services.
c. The service plan, which shall focus on victim safety and well-being, and shall minimally include:
   1) Goals and objectives of the client, which shall be agreed upon between the client and staff or volunteer.
d. Exit information, which shall minimally include:
   1) Documentation that the client participated in planning for the client's exit
   2) The reasons for the client's exit or departure
   3) Client and staff or volunteer dated signatures or an explanation if staff or the volunteer were unable to obtain the client’s signature.
e. Each client record entry shall be legible.
f. Each client record entry shall be dated by the staff member or volunteer making the entry.

VII. RECORD CONTENT – SERVICE SPECIFIC

LDCAA client records for specific services shall conform to the following:

a. Crisis Intervention Services
   1) All face-to-face contacts with active clients are documented and contacts with persons not receiving additional services shall be offered and documented. Documentation shall minimally include:
      i. Staff/Volunteer Name and signature;
      ii. Date, time, length, and location of intervention;
      iii. Safety planning based on risk;
      iv. Client’s name, age, race, county of residence, and contact number if given;
      v. Protective order information if applicable;
      vi. Personnel involved such as police, hospital, etc.;
      vii. Summary of contact, including injuries observed and services requested;
      viii. Outcome.
2) All telephone contacts shall be documented. Documentation shall minimally include:
   i. Staff/Volunteer name;
   ii. Date, time and length of call;
   iii. Safety planning based on risk;
   iv. Caller’s name and contact number, if given; however, no caller shall be required to give a name, phone number or any other identifying information as a condition to receive information or domestic violence, sexual assault or stalking services;
   v. Summary of the call, including services needed and offered;
   vi. Outcome.
3) Contact information is kept by the program.
4) Clients to be transported to shelter facilities shall be screened before the shelter referral is made. If the client is in immediate danger, or no safe housing is available, this screening may be initially waived. If the screening is waived, documentation shall reflect the reason(s) and the notification of such to the shelter.

b. Counseling, Support, and Advocacy
   1) LDCAA does not employ a counselor(s). Referrals are made to local counseling services. LDCAA does provide Support and Advocacy Services, with documentation to include:
      i. An assessment of the client's needs, completed by the third (3rd) advocacy session; if a client declines to participate, staff or volunteer shall document offer of services;
      ii. A service plan, completed by the fifth (5th) advocacy session; if a client declines to participate, staff or volunteer shall document offer of services;
      iii. A service plan review and update shall be completed at a minimum of once every six (6) months; if a client declines to participate, staff or volunteer shall document offer of services.

   c. Sexual Assault Services
      1) For victims who continue in support sessions, a service plan shall be developed by the fifth (5th) visit; if a client declines to participate, staff or volunteer shall document offer of services; and
      2) Service plans shall be reviewed and updated at a minimum of once every ninety (90) days; if a client declines to participate, staff or volunteer shall document offer of services.

VIII. CLIENT CONFIDENTIALITY

LDCAA’s Victim Services Programs must comply with both State and Federal laws governing confidentiality and any exceptions to those laws.

   a. State Law: Case or client records, files or notes, of a DVSA program shall be confidential and shall only be released under certain prescribed conditions (74 O.S. § 18p-3).
      1) The case records, case files, case notes, client records, or similar records of LDCAA or of any employee or trained volunteer of a program regarding an individual who is residing
or has resided in such program or who has otherwise utilized or is utilizing the services of any domestic violence or sexual assault program or counselor shall be confidential and shall not be disclosed.

2) For purposes of this subsection, the term "client records" shall include, but not be limited to, all communications, records, and information regarding clients of domestic violence and sexual assault programs.

3) The case records, case files, or case notes of programs specified in paragraph 1 of this subsection shall be confidential and shall not be disclosed except with the written consent of the individual, or in the case of the individual’s death or disability, of the individual’s personal representative or other person authorized to sue on the individual’s behalf or by court order for good cause shown by the judge in camera.

b. Federal Law:

1) VAWA- 42 U.S.C. § 13925 (b)(2). Federally, the U.S. Violence Against Women Act January, 2006 and mandates that programs that receive VAWA funds may not reveal personally identifying information about victims without “reasonably time-limited,” written, and informed consent.

2) Under this provision, VAWA-funded programs are prohibited from disclosing personally identifying victim information to any third party, including to any database operated by any party outside of the domestic violence program.

3) “Reasonably time-limited” is not defined in the statute, but it is determined by the circumstances and the purposes for which the client is requesting the release of information. It could be a few minutes, a few hours, or a few days. In no event should it be for more than 60 days.

4) FVPSA U.S. Family Violence Prevention and Services Act (FVPSA) each have specific confidentiality protections that apply to many domestic violence and sexual assault programs. (42 U.S.C. 10402(a) (2) (E)). Grantees and subgrantees under this title shall protect the confidentiality and privacy of persons receiving services. Subgrantees shall not:
   i. Disclose any personally identifying information or individual information collected in connection with services requested, utilized, or denied through grantees’ and subgrantees’ programs; or
   ii. Reveal individual client information without the informed, written, reasonably time-limited consent of the person (or in the case of an unemancipated minor, the minor and the parent or guardian or in the case of persons with disabilities, the guardian) about whom information is sought, whether for this program or any other Federal, State, tribal, or territorial grant program, except that consent for release may not be given by the abuser of the minor, person with disabilities, or the abuser of the other parent of the minor.

IX. WAIVER OF CONFIDENTIAL INFORMATION

a. For a waiver of confidentiality to be valid, it must:
b. LDCAA may only share the specific information the client allows in the release. The client chooses when, how and what personal information will be shared or not shared, and with whom.

c. Even when a court mandate requires LDCAA to disclose or release information about the client, the program may only share the minimum information necessary to meet the statutory or court mandate.

d. The program/LDCAA shall notify the victim of any disclosure and continue taking steps to protect the victim's safety and privacy.

e. A valid written release form for disclosure of client information shall have, at a minimum, the following elements:
   1) the specific name or general designation of the program or person permitted to make the disclosure;
   2) the name and title of the individual within the organization to which disclosure is to be made;
   3) the name of the client whose records are to be released;
   4) the purpose of the disclosure;
   5) a description of the information to be disclosed;
   6) the dated signature of the client or authorized representative or both when required;
   7) a statement of the right of the client to revoke the release in writing and a description of how the client may do so; and
   8) an expiration date, specified event or condition which, if not revoked before, shall ensure the release will last no longer than reasonably necessary to serve the purpose for which it is given. In no event shall the waiver extend for longer than sixty (60) days.

f. Clients choosing to allow disclosure or sharing of information with police, prosecutors, the Oklahoma Fatality Review Board, or others indicated in the event that the client dies (due or not due to domestic violence) shall sign an "in the event of my death" exception.

g. LDCAA will ensure confidentiality of client information and identity and govern the disclosure of information, including verbal disclosure contained in client records. When a client record is established, the program shall discuss the confidentiality requirements with each client and maintain documentation in the client record that they have reviewed the circumstances under which confidential information may be revealed.

X. PHYSICAL SAFETY AND INTEGRITY OF CLIENT RECORDS

a. LDCAA shall safeguard client records and information contained therein against loss, theft, defacement, tampering, or unauthorized access or use. Information databases will be password-
protected and client records will be stored in a secure, locking cabinet in the staff office, which will be locked whenever left unattended. No files will be left in public view.

b. Only those program staff members and volunteers who have completed required training shall have access to client files.

c. Client identifying information will not be released without written consent as described under Section IX.

XI. CLIENT RECORD, HANDLING, RETENTION, AND DISPOSAL

a. LDCAA’s policies and procedures addressing the storage, retention period, and method of disposal of client records shall be compatible with protecting clients' rights against unauthorized confidential information disclosures.

1) Client records shall be stored in a manner in which they are easily retrieved by staff or volunteers as need for providing and documenting services.

2) All client files shall be maintained in a locked cabinet for a period of seven (7) years after the date of discharge.

3) The client’s file in its entirety shall be shredded in a manner as to maintain client confidentiality seven (7) years after the client’s discharge. The Executive Director will assign the job of shredding the files to appropriate staff.

XII. PHYSICAL PLANT, PRIMARY ROLE

a. The primary role of LDCAA’s Victim Services Programs is to offer safety as well as protect the confidentiality and privacy of victims of domestic violence, sexual assault or stalking and their dependent family members. All physical plants of LDCAA shall not be utilized in any manner that fails to guarantee the confidentiality, safety, and protection of the victims, their dependents and staff or volunteers.

b. LDCAA’s Victim Services Programs do not currently serve batterers. In the event that LDCAA begins to provide services to batterers, the agency will develop written procedures to ensure that those services do not jeopardize the safety and psychological well-being of victims.

c. LDCAA’s facilities shall meet the safety, zoning, and building code regulations required by local, state, and Federal authorities.

d. LDCAA’s facilities shall each have a first aid kit and fire extinguishers, maintained annually.

XIII. DISASTER PROCEDURES

a. There shall be written procedures describing the emergency plans in case of a disaster, whether internal or external, or in case of threat to the safety of any client, staff or volunteer. Evacuation routes, inside sheltering sites, and fire extinguisher locations shall be posted.

b. An annual fire and safety inspection shall be conducted at all locations by State Fire Marshall. A record of the inspections will be kept at the administrative offices.

c. Fire extinguishers, Alarm panel and sprinkler system are to be inspected by a certified inspector annually and maintained as necessary.

d. Staff/volunteers shall know the exact location, contents and use of first aid kits.
e. Battery powered exit signs will indicate egress route at each location as determined by the fire marshal.

f. Battery powered emergency egress lights are mounted at various locations throughout the facilities as determined by the Fire Marshal. In the event that the emergency backup lighting fails, flashlights shall be placed in various accessible areas of the facilities.

g. Disaster Procedures have been created. All staff will be trained during orientation and yearly in these procedures.

h. Fire, tornado, bomb threat and intruder drills shall be conducted annually. The date, time, and type of drill shall be documented.

XIV. PERSONS WITH SPECIAL NEEDS

a. Pursuant to the Americans with Disabilities Act of 1990, LDCAA shall ensure that persons with disabilities are not excluded from services. Programs are required to integrate a person with a disability into agency services, unless providing separate services is the only way to offer equal opportunities for services.

b. Referrals must be offered when necessary, and the programs shall have written procedures for referrals of disabled persons who cannot be served on-site.

c. Service and companion animals should be allowed in facilities unless the animal poses a direct threat to the health/safety of others.

d. Auxiliary aids/services should be offered as necessary to ensure effective communication unless doing so would cause an undue burden (i.e., significant difficulty or expense) or fundamental alteration in services.

e. Alterations to existing buildings must be accessible to the maximum extent feasible. All newly constructed facilities must be accessible to persons with disabilities unless it is structurally impractical.

XV. PROGRAM ENVIRONMENT

The program environment shall meet the following conditions:

a. LDCAA’s facilities shall have heating and air conditioning equipment adequate to maintain the temperature in areas utilized by clients at between 65°F and 85°F.

b. Smoking shall not be allowed in any indoor portion of any facility.

c. LDCAA’s facilities shall have adequate space in which to carry out the Victim Services Programs’ goals and objectives, including outdoor areas and equipment when appropriate.

d. Toxic materials and dangerous substances, such as toxic cleaners, insecticides, and matches shall be stored in a non-client area, locked space where they are not accessible to children.

e. Combustible materials shall be stored in locked non-flammable containers.

f. The Poison Control Center's toll-free telephone number shall be posted and visible to staff and clients at all times.

XVI. ADMISSION CRITERIA
a. The only criterion for admission into LDCAA’s Victim Services Programs is victimization. Appropriate referrals will be made. Exit criteria will be contingent on the survivor’s need for services or lack of participation. The survivor is free to leave the program at any time.
b. The criterion for admission of a minor child is that the child is admitted to the program with the parent/guardian when either or both is in need of safety due to domestic violence, sexual assault or stalking.
c. Exclusion criteria are that the victim is violent and/or abusive to staff, volunteer, parent, or other clients.

XVII. PROGRAM MANAGEMENT, POLICY AND PROCEDURES

a. LDCAA shall maintain written policies and procedures that describe each program service component, the rules clients are expected to follow for each component, and staff or volunteer duties.
b. Clients shall be given a copy of program rules and the provision of such shall be documented in the client record.
c. The programs shall have a written policy of the intent to comply with the Americans with Disabilities Act of 1990.

XVIII. ANNUAL PROGRAM EVALUATION

a. LDCAA shall conduct an annual evaluation of its Victim Programs services, facilities, and policies and procedures. The evaluation shall include an assessment to identify special populations of victims who are underserved or have special needs (included on the Advocacy and Supportive Services Feedback form). This annual evaluation shall be carried out according to the following plan of evaluation:
   1) Data to be reviewed shall include: the number of clients served, type of victimization, services provided, annual staff evaluations, and compilation/trending of responses to the Advocacy and Supportive Services Feedback form, surveys, and other programmatic information (such as reports submitted to funding sources, progress reporting, financial statements, etc.).
   2) The Victim and Youth Programs Director will compile the data collected by staff. This evaluation data will be submitted to the Executive Director and Board of Directors for review and approval. Upon review and approval by the Board of Directors, the evaluation will be made available to staff and volunteers, who will be able to ask questions and address any concerns.

XIX. CRITICAL INCIDENTS

All staff and volunteers are required to provide documentation and report all critical incidents.

a. A Critical Incident is defined as one occurrence or set of events that is not consistent with the routine care of a client, the routine services provided by or operations of LDCAA, or the safety/security of the facility. Incidents include accidents, unusual occurrences, or situations
that might result in injury to a person or damage the property or equipment. Incidents may involve clients, employees, visitors and other persons. An incident may involve multiple individuals and or results. Critical incidents which shall be reported include, but are not limited to: adverse drug events; self-destructive behavior; deaths and injuries to clients, staff, volunteers, and visitors; incidents involving medication; neglect or abuse of a client; fire; unauthorized disclosure of information; damage to or theft of property belonging to a client or the facility; other unexpected occurrences; or events potentially subject to litigation.

b. Each critical incident shall be recorded and monitored as follows:
   1) agency name;
   2) name and signature of the person(s) reporting the critical incident;
   3) Client ID(s) or staff member(s), volunteers and/ or property, involved in the critical incident;
   4) the date;
   5) time of the critical incident;
   6) physical location of the critical incident, if known;
   7) the name of the staff or volunteer the incident was reported to;
   8) a description of the incident;
   9) severity of each injury, if applicable, which shall be indicated as follows:
      i. no off-site medical care required or first aid care administered on-site;
      ii. medical care by a physician or nurse or follow-up attention required; or
      iii. hospitalization or immediate off-site medical attention was required.
   10) resolution or action taken, date action taken and signature of the agency director or authorized designee.

c. Critical incidents that shall be reported to the Office of the Attorney General are reported as follows:
   1) Critical incidents requiring medical care by a physician or nurse or follow-up attention and incidents requiring hospitalization or immediate off-site medical attention shall be delivered via fax or mail, including electronic mail, to the Office of the Attorney General Victims Services within forty-eight (48) hours, or if the incident occurs on the weekend or holiday, the next business day of the incident being documented.
   2) Incidents involving disaster at a facility, death or client abuse shall be reported to the Safeline at 1-800-522-7233 immediately via telephone. The notification shall be followed with a written report from the reporting agency within twenty-four (24) hours of the incident and delivered via fax or mail, including electronic mail, to the Office of the Attorney General Victims Services Unit.

XX. PERSONNEL POLICIES AND PROCEDURES

a. LDCAA has written policies and procedures governing the conditions of agency employment, to include appropriate screening and background inquiries to ensure client safety and confidentiality.
b. Prior to employment and at least annually, LDCAA shall conduct a name search of employees against the registries maintained pursuant to the Oklahoma Sex Offenders Registration Act and the Mary Rippy Violent Crime Offenders Registration Act.

c. LDCAA’s policies and procedures shall be accessible to all personnel and each shall be informed of personnel policies and procedures, and any other materials regulating or governing the conditions of their employment. Staff will complete an attestation of receipt of the policies and procedures upon hire/beginning work within the Victim Services Programs, as well as any revisions to the policies and procedures that may occur.

d. Written policies and procedures shall ensure personnel are informed of any changes to these aforementioned materials.

XXI. NON-DISCRIMINATION

The agency’s policies and procedures shall include provisions for non-discrimination with regard to the agency’s relationship with personnel in accordance with applicable state and federal laws.

XXII. SELECTION OF PERSONNEL

The methods for selecting personnel shall be described in the policies and procedures manual, and shall include, but not be limited to:

a. The processes for recruitment, selection and appointment; and
b. Written criteria demonstrably related to the position being filled.

XXIII. JOB DESCRIPTIONS, PERSONNEL

LDCAA shall have written job descriptions for personnel defining the duties of, and minimum qualifications for, each position. Job descriptions will be reviewed and revised as appropriate.

XXIV. SUPERVISION OF PERSONNEL

LDCAA has established in writing lines of supervision for all personnel.

XXV. PERFORMANCE EVALUATION OF PERSONNEL

LDCAA shall have policies and procedures mandating the evaluation of personnel employment and service performance. These policies and procedures shall minimally include:

a. performance evaluations shall be completed at least annually, to include an evaluation of the Executive Director;
b. define the reason(s) for any evaluation other than annual;
c. performance evaluations shall be in writing and based on the staff's or volunteer's job description;
d. each evaluation shall be individually discussed with the staff or volunteers;
e. personnel shall have a documented opportunity to respond, in writing, to each of their individual performance evaluations;
f. both staff or volunteer and supervisor shall sign and date the performance evaluation; however, the evaluation document shall state the staff’s or volunteer’s signature does not necessarily constitute agreement with the evaluation content.

XXVI. VOLUNTEER POLICIES AND PROCEDURE

a. LDCAA shall have written policies and procedures governing volunteer utilization to include appropriate screening and background inquiries to ensure client safety and confidentiality.
b. LDCAA’s policies and procedures shall include provisions for non-discrimination with regard to the agency’s relationship with volunteers in accordance with applicable state and federal laws.

XXVII. SUPERVISION OF VOLUNTEERS

a. LDCAA shall have in writing lines of supervision for all volunteers.
b. LDCAA shall ensure each volunteer has the knowledge appropriate to the volunteers’ job duties and is appropriately supervised.

XXVIII. ORIENTATION – GENERAL, PERSONNEL AND VOLUNTEERS

a. LDCAA Victim Services Programs shall provide a minimum of thirty (30) hours orientation training that incorporates the use of adult learning techniques, (i.e., scenarios, role playing, shadowing) to familiarize new personnel and volunteers providing direct services with the program which includes, but is not limited to:
   1) Program goals and services of each service component;
   2) Program policies and procedures;
   3) Confidentiality, to include verbal confidentiality whether inside or outside the facility and client records;
   4) Facility safety and disaster plans;
   5) First aid kits and fire extinguishers, their location, contents and use;
   6) Universal precautions;
   7) Client rights;
   8) Domestic violence and its effects on victims and children;
   9) Power and control tactics of abuse;
   10) Dangerousness and lethality assessment including strangulation and head trauma;
   11) Crisis intervention techniques;
   12) Sexual assault;
   13) Stalking;
   14) Victim advocacy;
   15) Parenting and disciplinary techniques for children who have been exposed to domestic violence and trauma;
   16) Active and empathetic listening techniques including hotline skills;
   17) Accessing resources needed by victims and their families including how to ensure services and access resources for persons with special needs including cognitive disabilities or who
are deaf or hard of hearing, non-English speaking persons, or undocumented immigrants to include basic information on U Visas and T Visas;  
18) Safety planning for adults and age appropriate safety planning for children;  
19) Basic child development;  
20) Legal and ethical issues;  
21) Cultural Sensitivity;  
22) Effects of Trauma including posttraumatic stress disorder;  
23) Victim’s use of force; and  
24) Documentation of services.  

b. Staff and volunteers providing indirect services and children's activities are required to complete orientation as prescribed by the Executive Director and Victim and Youth Programs Director, which shall include training on confidentiality and facility safety and disaster plans.  
c. Orientation for personnel must take place within thirty (30) days of employment or prior to unsupervised direct client contact and services.  
d. Volunteer orientation must occur within six (6) months or prior to unsupervised, direct client contact and services. The Executive Director of a facility may waive orientation training if documented that the staff or volunteer has completed the requisite program training within the past year.  
e. Program Directors shall attend New Director Orientation and training offered by the Oklahoma Office of the Attorney General, within the first six (6) months of employment.  

XXIX. IN-SERVICE AND ONGOING TRAINING FOR PERSONNEL AND VOLUNTEERS  

a. LDCAA shall mandate, at the minimum, sixteen (16) hours of annual training of all staff, to include:  
   1) Confidentiality, to include verbal confidentiality whether inside or outside the facility and client records;  
   2) Facility safety and disaster plans;  
   3) First aid kits and fire extinguishers, their location, contents and use;  
   4) Universal precautions;  
   5) Client rights; and  
   6) Legal and ethical issues.  
b. The remaining hours of annual training shall be related to domestic violence, sexual assault, stalking, batterers intervention and administration as prescribed and approved by the Executive Director.  
c. LDCAA shall mandate a minimum of four (4) hours annual training of all volunteers providing direct services, related to domestic violence, sexual assault, and stalking as prescribed and approved by the Executive Director.  
d. Staff and volunteers who provide indirect services and do not meet the requirements for staff and volunteers providing direct services as defined in OAC 75:15-1-2 shall receive annual training as prescribed by the Executive Director, but do not have a minimum number of training hours required.
e. Documentation of training must include the topic of the training, the name of the trainer(s), the date of the training, the length of the training session, the sponsor of the training, and approval of the training by the Executive Director of the agency.

f. A Certified Domestic and Sexual Violence Response Professional in good standing with the Oklahoma Coalition Against Domestic Violence and Sexual Assault (OCADVSA) shall be deemed to be current with annual training requirements upon completion of required annual training set forth above under subsection (a). A copy of the current certification card issued by the OCADVSA shall be evidence of good standing.

XXX. PERSONNEL TRAINING, CHILDREN'S SERVICES

Prior to providing any direct services, children's services personnel shall receive the prescribed orientation training and minimally have one (1) year employment or volunteer experience in a child care or service related field, or an equivalent combination of education, training and experience in child care or development issues.

XXXI. PERSONNEL TRAINING, SEXUAL ASSAULT SERVICES

Prior to providing any direct services or CLEET training, all sexual assault services staff or volunteers shall receive a minimum of six (6) hours classroom training in addition to basic orientation which shall include but not be limited to:

1) Sexual abuse within the family (i.e., incest, sibling abuse, marital and domestic relationship rapes)
2) Sexual assault outside the family (i.e., stranger, non-stranger, abuse by professionals, sexual harassment and bullying)
3) Sexual assault within institutions (i.e., nursing homes, residential facilities, prisons, military)
4) Commercial sexual exploitation (i.e., prostitution, trafficking, pornography, escort services)
5) Non-traditional client populations (i.e., males, same sex, bisexual or transgender victims, non-English speaking, undocumented immigrants, victims with cognitive disabilities or who are deaf or hard of hearing)
6) Other topics to increase skills such as post-traumatic stress syndrome as it relates to rape trauma, rape trauma syndrome, self-injury and alcohol and drug use.

XXXII. PERSONNEL TRAINING, COURT ADVOCATES

Prior to providing services, Court Advocates shall receive the prescribed orientation training, and training in the following:

1) protective orders (i.e. the requirements for obtaining an ex-parte emergency protective order and permanent protective order and an understanding of what happens after a protective order is issued);
2) full faith and credit;
3) the court process, including safety planning during this time;
4) at least three (3) hours of accompanied court time with a trained court advocate that includes observation of an ex parte emergency protective order hearing and a final protective order hearing.

XXXIII. GOVERNING AUTHORITY, ORIENTATION

a. LDCAA shall provide a minimum of two (2) hours orientation training to members of the governing authority which includes, but is not limited to:
   1) Program goals and services of each service component;
   2) Program policies and procedures;
   3) Underlying philosophy [OAC 75:15-1-1.1];
   4) Confidentiality, to include verbal confidentiality whether inside or outside of the facility and client records;
   5) Client rights and grievance procedure;
   6) Legal and ethical issues;
   7) Overview of domestic violence, sexual assault and stalking;
   8) Open Meeting Act and recording of meeting minutes;
   9) Open Records Act;
   10) Rules, including standards and criteria, used in certifying to ensure multi-cultural needs of clients are met, used in certifying programs;
   11) Roles and responsibilities of the Executive Director; and
   12) Roles and responsibilities of the governing Board of Directors.

b. Orientation training shall take place within ninety (90) days of election to the governing Board.

c. Members of the governing Board providing volunteer direct or indirect services to clients shall receive the prescribed orientation and training required for program personnel in addition to the orientation set forth in this section.

XXXIV. CLIENT RIGHTS

a. Each client shall be afforded all constitutional and statutory rights of all citizens of the State of Oklahoma and the United States, unless abridged through due process of law by a court of competent jurisdiction. Each program shall ensure each client has the rights which are listed below:
   1) Each client has the right to be treated with respect and dignity. This shall be construed to protect and promote human dignity and respect for individual dignity.
   2) Each client has the right to a safe, sanitary, and humane living environment.
   3) Each client has the right to a humane psychological environment protecting the client from harm, abuse, and neglect.
   4) Each client has the right to an environment that provides reasonable privacy, promotes personal dignity, and provides physical and emotional safety.
   5) Each client has the right to receive services suited to the client's needs without regard to race, religion, gender, ethnic origin, age, degree of disability or legal status.
6) Each client, on admission, has the absolute right to communicate with a relative, friend, clergy, or attorney, by telephone or mail, at the expense of the program if the client is indigent.
7) Each client shall have and retain the right to confidential communication with an attorney, personal physician, or clergy.
8) Each client has the right to uncensored, private communications including, but not limited to, letters and telephone calls. Copies of any personal letter, sent or received, by a client shall not be kept in the client's record without the written consent of the client.
9) No client shall be neglected or sexually, physically, verbally, or otherwise abused.
10) Each client shall have the right to practice free exercise of religious beliefs, and be afforded the opportunity for religious worship that does not infringe on the health or safety of others. No client shall be coerced into engaging in, or refraining from, any personal religious activity, practice, or belief.
11) Each client has the right to be provided with prompt, competent, appropriate services and an individualized service plan.
   i. The client shall be afforded the opportunity to participate in the creation of the client's service plan.
   ii. The client may consent, or refuse to consent, to the proposed services.
12) The records of each client shall be treated as confidential. This confidentiality remains intact even after the client's death.
13) Each client has the right to refuse to participate in any research project or medical experiment without informed consent of the client, as defined by law. A refusal to participate shall not affect the services available to the client.
14) Each client has the right to assert grievances with respect to any alleged infringement of these stated rights of clients, or any other subsequently statutorily granted rights.
15) No client shall ever be retaliated against, or subject to, any adverse conditions or services solely or partially because of having asserted her or his rights as stated in this section.
16) Upon request, each client has the right to review and receive a copy of the client's own records or authorize an attorney or other person to do so. However, records regarding mental health or substance abuse treatment shall be released pursuant to the provisions of 43A O.S. § 1-109 and 42 CFR shall apply.
17) Each client has the right to know why services are refused and can expect an explanation concerning the reason why the client was refused particular services.
18) Each client has the right to voluntary services that are self-determined.
19) Each client has the right to decide whether or not to participate in supportive services offered by the program.
   b. Each client shall be given a copy of these rights and the provision of such shall be documented in the client record.
   c. Clients will sign an attestation of receipt with regards to the explanation of these rights, which are visibly posted in client areas of the facility.
XXXV. CLIENT GRIEVANCE POLICY AND PROCEDURES

a. LDCAA has a written client grievance policy providing for, but not limited to, the following:
   1) Written notice of the grievance and appeal procedure provided to the client; and, if involved
      with the client, to family members or significant others;
   2) Time frames for the grievance policy's procedures, which allow for an expedient resolution
      of client grievances;
      i. Non-transitional living and non-shelter services timeframes for resolution of
         grievances by program staff or volunteers shall be fourteen (14) days unless
         appealed;
   3) Name(s) of the individual(s) who are responsible for coordinating the grievance policy and
      the individual responsible for or authority to make decision(s) for resolution of the
      grievance. In the instance where the decision maker is the subject of a grievance, decision-
      making authority shall be delegated;
   4) Provide for notice to the client that he or she has a right to make a complaint to the Office
      of Attorney General’s Victims Services Unit;
   5) Clients shall be given a copy of the grievance policy including the right to make a complaint
      to the OAG and the provision of such shall be documented in the client record including the
      phone number, mailing address, and email address of the Victims Services Unit of the Office
      of the Attorney General.
   6) Mechanism to monitor the grievance process and improve performance based on
      outcomes.
   7) Annual review of the grievance policy and procedures, with revisions as needed.
Little Dixie CASA Program Goals

Goal #1: To educate communities in Choctaw, McCurtain, and Pushmataha Counties on their responsibility to abused and neglected children.

Goal #2: Increase the number of new Little Dixie CASA volunteers available for court appointment to deprived cases by 10% (or five new volunteers).

Goal #3: Provide volunteer support to achieve high retention rates of volunteers within the Little Dixie CASA Program.

Goal #4: To improve overall program capacity to appropriately respond to the needs of abused and neglected children within Choctaw, McCurtain, and Pushmataha Counties.

Victim Advocacy Services Program Goals

Goal #1: To enhance and more efficiently deliver appropriate services to crime victims and their families in Choctaw, McCurtain, and Pushmataha Counties, in order to meet their emotional/mental health and physical needs, as well as ensure victim safety and security.

Goal #2: To raise victim, provider, and community awareness of crime victims' services, rights, and resources available in Choctaw, McCurtain, and Pushmataha Counties.

Goal #3: To enhance collaboration and accountability among victim service providers within Choctaw, McCurtain, and Pushmataha Counties.

Safe Place Healing Hearts Program Goals

The overall aim of the Safe Place Healing Hearts Program will be to enhance the safety of rural victims of sexual assault, domestic violence, dating violence, and stalking. To accomplish this, the project will work towards the goal of expanding and more efficiently delivering appropriate services to victims of sexual assault, domestic violence, dating violence, and stalking in Choctaw, McCurtain, and Pushmataha Counties, in order to meet their emotional and physical needs victims, as well as ensure victim safety and security. Secondly, the project will work towards the goal of enhancing collaboration between and building the capacity of service providers in the target rural communities to appropriately respond, improve the rate of prosecution, coordinate service delivery, and assist victims in cases of sexual assault, domestic violence, dating violence, and stalking. At least 75% of the total project (goals, objectives, activities, expenses) will work to meaningfully address sexual assault, with a secondary focus on domestic violence, then dating violence and stalking.
Support Services & Advocacy Feedback Form

1. People come to our program for different types of assistance. The following list describes different types of services you may have wanted, and may have received from someone in this program. Every person wants and needs different things, so there are no "right" answers.

Please "Check" beside the type of help you have received or hope to receive while working with our agency.

___ talking to someone who understands my situation
___ help figuring out how I can be safer
___ help keeping custody of my children
___ help with safe visitation for my children
___ help getting child support
___ help getting access to child care
___ help with child protection hearings or requirements
___ education/school for my children
___ help with health insurance for my children
___ getting access to health care
___ help getting medical benefits
___ help getting access to mental health services
___ help getting access to substance abuse services
___ help with government benefits (e.g. welfare/TANF, food stamps, others)
___ Learning more about why/how domestic violence happens
___ help meeting my needs related to my disability or my child’s
___ help with budgeting
___ help getting safe and adequate housing
___ Help getting a job
___ education/school for myself
___ information about counseling options
___ support to make some changes in my life
___ help with a protective order
___ information about the legal system process
___ someone to go with me to court
___ information about my legal rights and options
Little Dixie Victim Services Programs

Little Dixie Community Action Agency

___ help supporting the court case against the person who abused me
___ help stopping the court case against the person who abused me
___ help with probation issues
___ help getting access to an attorney
___ help with police issues
___ help preparing to testify in court
___ help dealing with my arrest
___ help dealing with sexual abuse services for me or my children
___ help understanding my rights & options related to my residency status
___ help getting benefits as an immigrant
___ help getting residency status
___ help getting support from faith community
___ help arranging transportation to meet my needs
___ help ending my relationship
___ help staying in my relationship safely

Because of the advocacy/support services I have received from this program so far, I feel (please check either yes or no):

<table>
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<th>Yes</th>
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<th>Yes</th>
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2. Over all, thinking about my experience with this program so far, I would rate the help I have received as:
___ very helpful   ___ helpful   ___ a little helpful   ___ not at all helpful

3. If a friend of mine told me she was thinking of coming here for help, I would:
___ strongly recommend   ___ recommend   ___ not recommend   ___ strongly not recommend
We ask the next questions to see if different groups of people have different experiences here, so we can continue to improve our services for ALL people. But please feel free to leave any item blank if you are concerned it will identify you.

1. I consider myself to be:
   - African American/Black
   - Hispanic/Latina
   - Asian/Pacific Islander
   - Multiracial
   - Native American/Alaskan Native
   - White
   - Other: ____________________

2. My age is:
   - 17 or younger
   - 18-24
   - 25-34
   - 35-49
   - 50-64
   - 65 or older

3. I have __________ minor children (age 17 or younger)

4. I consider myself to be:
   - heterosexual/straight
   - lesbian/gay
   - bisexual
   - other: ____________________

5. The highest level of education I have so far is:
   - 8th grade or less
   - High school graduate or GED
   - College graduate
   - 9th - 11th grade
   - Some college
   - Advanced degree

6. Gender is:
   - Female
   - Male
   - Transgender

Comments:________________________________________
________________________________________
________________________________________
________________________________________
________________________________________

3
Little Dixie Community Action Agency, Inc.
Safe Place Healing Hearts Program

Office Locations:

**Pushmataha County**
603 S.W. “B” Street
Antlers, Ok. 74523
580-298-2921

**Choctaw County**
500 E. Rosewood
Hugo, Ok. 74743
580-326-5201

**McCurtain County**
312 W. Texas St.
Idabel, Ok. 74745
580-286-9348

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**The Promise of Community Action**

*Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.*

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**LOCAL VICTIM ADVOCACY SERVICES**

24/7
CALL or TEXT
580-372-0806 or
580-372-0816

**Serving Choctaw, Pushmataha, and McCurtain Counties**

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This project was supported by Grant # 2017-WR-AX-0046 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

This institution is an equal opportunity provider & employer.
Domestic Violence.
It's never this obvious.
Get Help. Get Answers. Make the Call.

24/7 Call
580-372-0806 or 580-372-0816

ASSISTANCE AVAILABLE:

Services provided: Emergency services to victims such as resources, food, clothing, shelter, community outreach, victim advocacy, safety plans, court system advocacy, accompaniment for medical examinations, and transportation

Victim Advocate duties:
Respond to the emotional and physical needs of crime victims

Assist primary and secondary victims of crime to stabilize their lives after victimization

Assist victims to understand and participate in the criminal justice system

Provide the victims of crime a measure of safety and security

Assistance with Victim Compensation Claim Forms and Victim Restitution Recovery Forms

STALKING IS ONE OF THE FEW CRIMES WHERE EARLY INTERVENTION CAN PREVENT VIOLENCE & DEATH

Not romantic....Not a joke....
It's a crime.

24/7 Call
580-372-0806 or 580-372-0816

DATING ABUSE

Don’t be that ONE. Get Help.

24/7 Call
580-372-0806 or 580-372-0816
Services are provided with fairness and respect for the victim's dignity and privacy.

Services provided to residents of Choctaw, Pushmataha and McCurtain counties

DeeDee Atwood
Victim Services Coordinator
Little Dixie Community Action Agency, Inc.
datwood@ldcaa.org
580-298-2921

24 HOUR HELP
580-372-0806 or
580-372-0816

This institution is an equal opportunity provider and employer

"This project is supported by VOCA Grant # 2017-VO-CA-Little Dixie CAA-210 awarded by the US Department of Justice through the Oklahoma District Attorneys Council."
Notice of Rights

WHO IS ELIGIBLE?

Victims of any crime which include but are not limited to:

- Child physical abuse and neglect
- Elder abuse/neglect
- Sexual abuse
- Domestic and or family violence
- Arson
- Bullying
- Stalking
- Burglary
- Homicide
- Identity theft
- Court order violation

Services provided: Emergency services to victims such as resources, food, clothing and shelter, community outreach, victim advocacy, safety plans, court system advocacy, accompaniment to hospitals for medical examinations.

1. The right to request that charges be pressed against your assailant.
2. The right to request protection from any harm or threat of harm arising out of cooperation with law enforcement and prosecution efforts and to be provided with information on the level of protection available.
3. The right to be informed of financial assistance and other social services available, including information on how to apply for the assistance and services.
4. The right to file a petition for a protective order or, when the court is not open for business, an emergency temporary protective order.

Victim Services Coordinator duties:

- Respond to the emotional and physical needs of crime victims
- Assist primary and secondary victims of crime to stabilize their lives after victimization
- Assist victims to understand and participate in the criminal justice system
- Provide the victims of crime a measure of safety and security
- Assistance with Victim Compensation Claim Forms and Victim Restitution Recovery Forms.

"This project is supported by VOCA Grant # 2017-VOCA-Little Dixie CAA-210 awarded by the US Department of Justice through the Oklahoma District Attorneys Council."
WOULD You like to receive electronic information about the custody status of an offender?

OK VINE Services may be right for you. Victim Information and Notification Everyday (VINE) 1-877-OKVINE or vinelink.com

This electronic notification custody status service is used to track offenders who are incarcerated in Oklahoma county jails and within the Department of Corrections.

WHAT Expenses qualify for compensation?

OCVC may provide compensation for these unreimbursed expenses related to the crime (please keep receipts):

- Medical, dental care and prescriptions
- Counseling and rehabilitation for the victim
- Grief counseling for families of homicide victims
- Traditional healing
- Work loss and replacement of services the victim would have performed if not for the injury
- Loss of support for dependents of a deceased victim and replacement of services the victim would have performed if not for crime
- Crime scene cleanup
- Funeral and burial expenses
- Mileage reimbursement for medical, dental, and counseling appointments for the victim
WHERE Does the money come from?

NO TAX PAYER dollars are used to fund the OCVC program. Funds for victims' compensation come from those who commit crimes. Penalty assessments are paid by people who plead guilty or are found guilty of crimes in District and Federal Court. There does not have to be an arrest or conviction to receive victims' compensation assistance.

HOW Do you file a claim?

To file a claim with OCVC contact the District Attorney's Office in the county where the crime took place or call the Oklahoma Crime Victims Compensation Program at 1-800-745-6098 or download a claim form at www.ok.gov/dac/

More
- Property losses and pain and suffering are NOT covered.
- An attorney is NOT needed to file a claim.
- The person who committed the crime does NOT have to be arrested or convicted to receive help from the program.
- The maximum award may not exceed $20,000. This may be extended to $40,000 if there is excessive loss of wages due to serious injury or death of the victim.
- There are maximum limits for certain expense categories. Limits are explained in the claim form instructions.

WHO Benefits from Victims' Compensation? Possibly you!

Oklahoma Crime Victims Compensation (OCVC) may be available if you or someone you love suffered physical or psychological injury due to a violent crime that occurs ANYWHERE in the State of Oklahoma.

WHEN Should a claim be filed and other eligibility requirements...

- A claim should be filed with OCVC within one year of the injury or death of the victim.
- The crime should be reported to law enforcement within 72 hours.
- If the victim's actions contributed to the injury or death, benefits may be reduced or declined.
- All other sources of payment, such as medical insurance, should be used before OCVC can assist.

Reporting and filing deadlines may be waived or extended if the OCVC Board finds there is good cause for the delay, or if the victim was a minor or incapacitated adult.
March Program Summary

Eligibility, Recruitment, Selection, Enrollment & Attendance:

Little Dixie Head Start is serving 3 and 4 year old children within 29 classrooms in the tri-county service area with a current enrollment of 429 children. There are currently 48 children, aged birth to 3, enrolled among the 3 Early Head Start centers and 132 children enrolled in the Early Head Start-Child Care locations. We are currently at our fully funded enrollment, but continue to accept applications for all 3 programs. During the month of February we kicked off our annual recruitment event at the February 21st in-service meeting. Each Head Start/Early Head Start and Early Head Start – CC center received a recruitment packet containing various flyers, posters and other recruitment material. Partnering child care facilities are also actively recruiting children for the program. We will continue placing recruitment flyers, recruitment cards and other recruitment items in and around various businesses throughout the year to ensure all enrollment opportunities are filled as they occur.

Family & Community Engagement

For January, we had 129 parents and for February we had 121 parents that participated in the Parent Meeting with a total of 1120 for the current school year. Family Advocates are working on FPA’s with families, which are at 90% of all families. In the Parent Ready to Read in January we had 72 and February we had 66 with a total of 503 people volunteering to read to classrooms since August of this year. The Love and Logic parenting curriculum is doing well and I’m very optimistic that we are going to have more parents participate.

Father Involvement:

The activities for the month of January we made crafts of snowmen, or something similar, for February it was a dream catcher. We had fathers/grandfather/uncles and other adults that were there for Dad’s Day. For the month of January and February the totals were 356 with 159 being a male figure. There were also 35 dads/father figures that participated in January and February parent meetings, with a year to date total of 179 year to date. Total male involvement since August for dad’s day and parent meetings is 732!

Nutrition:

The Nutrition component is excited to announce a few new team members, Pajee Eeds, Valliant Head Start Cook, Petrina Henson, Antlers Early Head Start Cook, Rosa Baker, Broken Bow 3 Head Start Cook. We are excited to have them join the Head Start, Early Head Start, and Early Head Start Child Care Team. We are currently working on finishing up the 1 Qtr. EHS/EHS-CC Folder Checks, and 2nd Semester Head Start Folder Checks. Menus will be given out soon for Cooks and Teaching Staff to look over and recommend any changes.
Health

During the Month of February we have started our second semester folder reviews for Head Start and have finished the Early Head Start and Early Head Start Child Care. We have provided two CPR classes this month and are scheduling for the month of March at this time. We are working on completing our folders for our upcoming NAEYC visit for Hugo and Antlers and Broken Bow Early Learning Center.

Education:

February has been a busy month for teaching staff. Teaching Strategies GOLD checkpoints on each child were finalized by Feb. 14th. The information from each child’s portfolio will help parents and teachers to focus on skills that are necessary for cognitive, physical, social emotional, language/literacy, and math skills. Parents can view their child’s progress with the teacher at Parent Teacher Conferences or Home Visits. The classroom and program information will be analyzed to assist staff in teaching and strategic planning for the Little Dixie CCA Head Start, Early Head Start, and Early Head Start Child Care program. Nikki and I have been visiting classrooms. It is a joy to see children growing, learning, and having fun with playmates. Thanks to all parents and teaching staff for taking time to nurture children.

The School Readiness Team met on Thursday, November 29, 2018 at KTC. Policy council members, principals from local schools, and Head Start staff were in attendance. A presentation was given to inform members of School Readiness Goals, curriculum & assessment, data, and the ELQA assessment.

Professional Development

In February our annual in-service training was held at the Kiamichi Technology Center. Head Start/Early Head Start/Early Head Start Child-Care staff and partnership staff attended this full day training on recruitment strategies and increase quality classroom interactions with children. In total there were over 150 staff and partnership staff in attendance. Professional development ladders have been renewed as well as Directors credentials. The new professional development specialist continues to become familiar with the duties and responsibilities within the component area. Three of our staff have been scheduled for the observation portion of the CDA process. Our T/A’s and caregivers are working diligently towards meeting the criterion for their CDA’s.

An Entry Level Child Care Training was held for new staff. This training is completed within 90 days of a new staffs hire date in order to help them become familiar with tips and tools and use in the classroom as well as Little Dixie policies. Training has been provided this month for staff needing to receive and renew their CPR/First Aide. We also held an EHS-CC orientation this month for our ELC and partnership staff. During this Training each specialist summarizes and explains each program area.
Disabilities/Mental Health/Transition

Currently, we have 10 Early Head Start-Child Care children that have been identified by Sooner start as eligible for services. They are receiving services at the EHS-CC centers. Nine other EHS-CC children are in the referral process to Sooner Start and will be evaluated to determine a need for special services for these children. Sooner Start Staff are also providing services to three Early Head Start children and have 6 referrals for Sooner Start evaluations.

In Head Start, we have 95 students on IEPs that are receiving services from the public schools. There have been 18 other referrals made to the public schools from the screenings that have been done in the areas of vision, hearing, speech, and the developmental areas of motor skills, communication, problem solving, personal-social and social-emotional skills.

The Mental Health Consultant is currently conducting follow-up activities from classroom observations completed from October till December of 2018. Parents can request services and referrals can be made for evaluation and counseling for those children. Parent Consents for Referral have been signed by parents of sixteen children and referrals have been made to the Mental Health Consultant.

At the Early Head Start-Child Care Centers and the Early Head Start Centers, staff have been providing transition activities for children ages 2 ½ to 3 years old to promote a smoother transition to the next level of Child Care. In February, there were 6 transition meetings for children moving to the next level.
VOLUNTEER APPRECIATION

Saturday March 16, 2019 11:00-1:00

Little Dixie Home Ownership Center
500 E. Rosewood Hugo, OK 74743

The children are lucky to have you!

If you know someone who would like to be a CASA Volunteer, please invite them to join us and learn more about the program.

Please RSVP to Marissa Jordan by March 13, 2019  580-298-2921