

MCADSV Service Standards and Guidelines for Domestic Violence Programs: A Monitoring Tool

Hotline

- Hotline refers to crisis intervention, information and referral provided 24 hours a day, every day of the year, on a telephone line answered by qualified, trained staff members or volunteers.

Date: _____

Program: _____

Name/Title of Person Completing Form: _____

Monitoring Provisions for Hotline

Service Standards and Guidelines for Hotline	0-3	Comments
1. A hotline operated by a domestic violence program must provide 24-hour crisis telephone access to the program.		
2. The hotline number must be listed in a local telephone book, be widely distributed, and be available from local telephone information services within the domestic violence program's service area.		

- 0 = Policy and practice do not meet standards
- 1 = Policy meets standards and practice does not meet standards
- 2 = Practice meets standards and policy does not meet standards
- 3 = Policy and practice meet standards

MCADSV Service Standards and Guidelines for Domestic Violence Programs: A Monitoring Tool

Service Standards and Guidelines for Hotline	0-3	Comments
<p>3. To ensure 24-hour hotline accessibility, programs should have a minimum of two telephone lines, one of which is the hotline. The use of caller-identification equipment or services is in conflict with the spirit of anonymity and programs must, as a condition of informed consent, inform callers of the use of such equipment, if applicable.</p>		
<p>4. The hotline must be answered by a program staff member or volunteer who has had domestic violence crisis intervention training.</p>		
<p>5. The hotline must be answered in a manner that identifies the purpose of the hotline.</p>		
<p>6. Programs offering hotline services must provide emergency telephone crisis intervention and advocacy. These services include, but are not limited to:</p>		
<p>6a. Assessment of the caller's critical needs;</p>		
<p>6b. Listening to and validating the caller's experience;</p>		
<p>6c. Safety planning;</p>		

0 = Policy and practice do not meet standards
 1 = Policy meets standards and practice does not meet standards
 2 = Practice meets standards and policy does not meet standards
 3 = Policy and practice meet standards

MCADSV Service Standards and Guidelines for Domestic Violence Programs: A Monitoring Tool

Service Standards and Guidelines for Hotline	0-3	Comments
6d. Information about legal remedies;		
6e. Crisis intervention; and		
6f. Information and referral to available community resources.		
7. Victims of domestic violence who are deaf and hard of hearing must have equal access to the domestic violence hotline.		
8. A domestic violence program must have written procedures on how advocates will respond to non-English speaking persons.		
9. Programs offering hotline services shall maintain a schedule that provides volunteers with a staff member as back-up during hotline coverage.		
10. A hotline may not be answered by automated call-routing equipment, an answering machine or answering service.		

- 0 = Policy and practice do not meet standards
- 1 = Policy meets standards and practice does not meet standards
- 2 = Practice meets standards and policy does not meet standards
- 3 = Policy and practice meet standards

MCADSV Service Standards and Guidelines for Domestic Violence Programs: A Monitoring Tool

Service Standards and Guidelines for Hotline	0-3	Comments
11. Programs offering hotline services shall have written procedures that include, but are not limited to:		
11a. Safety of hotline worker;		
11b. Scheduling, coverage and back-up;		
11c. Confidentiality and exceptions to confidentiality;		
11d. Assessing for suicidality of caller; and		
11e. Assessing risk.		

0 = Policy and practice do not meet standards
 1 = Policy meets standards and practice does not meet standards
 2 = Practice meets standards and policy does not meet standards
 3 = Policy and practice meet standards