

MCADSV Service Standards and Guidelines Self-Evaluation Tool Instructions

History

The Missouri Coalition Against Domestic and Sexual Violence (MCADSV) Service Standards and Guidelines were developed by Coalition members throughout the state and approved as best practices for providing services to victims of domestic and sexual violence by the MCADSV Board of Directors. MCADSV created a Self-Evaluation Tool for programs to assess their areas of strengths and challenges. If you have questions regarding quality assurance or need resources to assist your program to meet the service standards and guidelines, contact MCADSV. Programs can also discuss challenging items at regional meetings or request specific on-site MCADSV training or technical assistance.

Instructions

First, from the list on this page, check which domestic and/or sexual violence service standards and guidelines apply to your organization. Some service standards and guidelines apply to all programs such as Board of Directors. Other areas are based on the services your program offers such as Professional Counseling.

Second, compile the appropriate self-evaluation tools based on the indicated service standards and guidelines. These individual documents are available as writeable PDFs and can be merged into one document for your organization. Or, you can print hard copies to complete. You will also want to gather the applicable items from the list on the next page.

Third, determine who will complete the tools. Although administrators should be the primary individuals completing the Tool, one creative strategy is for the administrator to complete the self-evaluation and compare the answers to one completed by another staff member. Some member programs' Boards of Directors have used the Tool as part of their strategic planning process or as a means to evaluate the program aside from direct feedback from the Executive Director. If a program has multiple sites, it is important that an evaluation is completed for each site. Common responses to completing the Tool include that it helps pinpoint policy or service gaps, determine informal practices that need formal written policies, and identify whether an existing policy is being properly implemented. The Self-Evaluation Tool can be used as a starting point for discussion at staff meetings for their assessment of the program, to determine future in-service trainings, identify necessary job description restructuring, and to detail accomplishment in what has been achieved.

Fourth, to rate your program, use the 0-3 rating scale or Yes/No option for appropriate sections. The writeable PDF tool indicates which rating system to use for each standard and also has room for comments.

Fifth, after completing the tools, MCADSV recommends keeping the copy to use as a reference for the future. Programs should regularly complete self-evaluation and compare results to see the program's progress or to maintain consistency should there be leadership changes in the program.

Domestic Violence		Sexual Violence	
<input type="checkbox"/>	Board of Directors	<input type="checkbox"/>	Board of Directors
<input type="checkbox"/>	Organizational Administration	<input type="checkbox"/>	Organizational Administration
<input type="checkbox"/>	Confidentiality	<input type="checkbox"/>	Confidentiality
<input type="checkbox"/>	Documentation of Service Provision	<input type="checkbox"/>	Documentation of Service Provision
<input type="checkbox"/>	Training	<input type="checkbox"/>	Training
<input type="checkbox"/>	Hotline	<input type="checkbox"/>	Hotline
<input type="checkbox"/>	Crisis Intervention	<input type="checkbox"/>	Crisis Intervention
<input type="checkbox"/>	Case Management	<input type="checkbox"/>	Case Management
<input type="checkbox"/>	Support Groups	<input type="checkbox"/>	Support Groups
<input type="checkbox"/>	Professional Therapy	<input type="checkbox"/>	Professional Therapy
<input type="checkbox"/>	Services for Children	<input type="checkbox"/>	Court Advocacy
<input type="checkbox"/>	Court Advocacy	<input type="checkbox"/>	Hospital/Medical Advocacy
<input type="checkbox"/>	Shelter	<input type="checkbox"/>	Law Enforcement Advocacy
<input type="checkbox"/>	Hospital/Medical Advocacy	<input type="checkbox"/>	Volunteers
<input type="checkbox"/>	Transitional Housing		
<input type="checkbox"/>	Volunteers		

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The following items are helpful to review along with the services standards and guidelines.

<input type="checkbox"/>	Mission
<input type="checkbox"/>	Bylaws
<input type="checkbox"/>	Articles of Incorporation
<input type="checkbox"/>	List of current Board of Directors members
<input type="checkbox"/>	Board of Directors meeting minutes
<input type="checkbox"/>	Conflict of interest policies
<input type="checkbox"/>	Training manual for Board of Directors
<input type="checkbox"/>	IRS Form 990
<input type="checkbox"/>	Annual budget (income and expense)
<input type="checkbox"/>	Tax exempt status letter
<input type="checkbox"/>	Staff time sheets
<input type="checkbox"/>	Secretary of State Letter of Good Standing
<input type="checkbox"/>	Grant information such as billings, MOU, etc.
<input type="checkbox"/>	Training manual & curricula for direct services
<input type="checkbox"/>	Intake forms & other documentation of service
<input type="checkbox"/>	Release of Information form
<input type="checkbox"/>	Agreement forms
<input type="checkbox"/>	Service recipient handbook
<input type="checkbox"/>	Exit or evaluation surveys
<input type="checkbox"/>	Employee manual
<input type="checkbox"/>	Standard Operating Procedure (SOP) manual
<input type="checkbox"/>	Organizational chart
<input type="checkbox"/>	Conflict of interest policies
<input type="checkbox"/>	Grievance procedures
<input type="checkbox"/>	Job descriptions
<input type="checkbox"/>	Language access plan
<input type="checkbox"/>	Confidentiality statements and exceptions
<input type="checkbox"/>	Volunteer timesheets
<input type="checkbox"/>	Volunteer training record
<input type="checkbox"/>	Volunteer schedules
<input type="checkbox"/>	Brochure, Web site & other outreach materials