

Utah Standards of Care for Rape Crisis Programs

The Utah Coalition of Sexual Assault (UCASA) has developed 5 key Standards of Care in order to ensure that every sexual assault survivor in the state of Utah has access to a minimum level of consistent services. The Utah Office for Victims of Crime (UOVC), survivors, Rape Crisis Programs and other stakeholders have reviewed and adapted the Texas Association Against Sexual Assault Standards of Care to meet the specific needs of Utah sexual assault survivors. UOVC, will use these standards as a requirement for all Rape Crisis Centers in Utah in order to receive continued or new funding. UOVC, in partnership with UCASA will provide oversight, technical assistance and training on these requirements as needed.

If you are requesting funding as a Rape Crisis Center, please review the following Standards of Care and their definitions. Your agency will be required to sign and acknowledge that during the course of the next funding cycle, UOVC and UCASA will work with each program to assist in the development of unmet standards.

Standards of Care

Definition of a Rape Crisis Center:

Rape crisis centers are community-based non-for-profit agencies whose major purpose is providing advocacy and support services to sexual violence survivors. They may be co-located with a domestic violence shelter.

1. 24 HOUR CRISIS HOTLINE CRITERIA

- a. *The Rape Crisis Center must maintain a 24 Hour Crisis Hotline for survivors of sexual violence to provide immediate, confidential, non-judgmental support, crisis intervention, information and referrals.*
- b. *A 24 Hour Crisis Hotline means a telephone line answered 24 hours a day, 7 days a week by trained Rape Crisis Center staff/volunteers*
- c. *The Hotline number must be accessible to the public via the Rape Crisis Center's website and in public directories that cover the Rape Crisis Center's service area, if available.*
- d. *Where advertised, the Hotline indicates 24 hour availability and specifies 'sexual assault' or indicates the hotline provides assistance to survivors of sexual*

assault.

- e. Rape Crisis Centers must ensure employees/volunteers provide 24 Hour Crisis Hotline services subject to confidential communication requirements in the Utah Confidential Communication Act, Utah Code 77-38-202.
- f. Hotline calls must be answered immediately either by a Rape Crisis Center employee/volunteer or a 3rd party answering service and connected to a trained Rape Crisis Center employee/volunteer up to 15 minutes after calling. Hotlines must have at least one bypass feature in place to accommodate more than one call at a time (busy signal and call-waiting features do not satisfy the bypass feature). Bypass calls must be answered or returned by a trained Rape Crisis Center employee/volunteer within 30 minutes.
- g. Rape Crisis Center employees/volunteers providing 24 Hour Crisis Hotline services shall complete training that meets the Utah Sexual Assault Counselor Certification Requirements.
- h. Rape Crisis Center employees/volunteers providing 24 Hour Crisis Hotline services must be supervised by a Rape Crisis Center staff member with at least one year experience providing direct services to survivors of sexual violence.
- i. Hotlines must be equipped to respond to callers who are deaf, hard of hearing or with limited English proficiency.
- j. Rape Crisis Centers must maintain a current resource/referral list responsive to individuals affected by sexual violence.
- k. Rape Crisis Center employees/volunteers answering the Hotline must have the current resource/referral list in their possession.
- l. The Rape Crisis Center must regularly evaluate the 24 Hour Crisis Hotline and, as needed, make adjustments based on the findings. The Rape Crisis Center will develop an evaluation to help improve crisis hotline.
- m. If a program is unable to operate a 24 hour Hotline the UCASA statewide Helpline could be used to support programs outside of regular hours of operation.

2. CRISIS INTERVENTION

- a. Rape Crisis Centers must provide Crisis Intervention to survivors of sexual violence.
- b. Crisis Intervention means an immediate, supportive response in order to reduce

acute distress, to begin stabilization, and to assist in determining next steps.

- c. Crisis Intervention must be provided by trained Rape Crisis Center employees/volunteers.*
- d. The Rape Crisis Center must provide Crisis Intervention 24 hours/day 7 days/week through the center's hotline or the UCASA helpline.*
- e. The Rape Crisis Center must provide Accompaniment to Hospitals, Law Enforcement Offices, Prosecutor's Offices and Courts.*
- f. Rape Crisis Centers must ensure employees/volunteers provide Crisis Intervention subject to confidential communication requirements in the Utah Confidential Communication Act, Utah Code 77-38-202.*
- g. The Rape Crisis Center must provide Crisis Intervention on a walk-in basis during the Rape Crisis Center's regular hours of operation. The Rape Crisis Center employee/volunteer providing Crisis Intervention must complete training that meets the Utah Sexual Assault Counselor Certification Requirements.*
- i. Rape Crisis Center employees/volunteers providing Crisis Intervention must be supervised by a Rape Crisis Center staff member with at least one year experience providing direct services to survivors of sexual violence.*
- j. The Rape Crisis Centers must maintain a current resource/referral list responsive to individuals affected by sexual violence.*
- k. The Rape Crisis Center employees/volunteers providing Crisis Intervention must have the current resource/referral list in their possession.*
- l. The Rape Crisis Center must regularly evaluate Crisis Intervention services and, as needed, make adjustments based on the findings.*
- m. The Rape Crisis Center must provide therapy at their site or provide a list of trauma-informed therapy referral options.*

3. ACCOMPANIMENT to HOSPITALS, LAW ENFORCEMENT OFFICES, PROSECUTORS' OFFICES, and COURTS CRITERIA

- a. Rape Crisis Centers must provide Accompaniment to Hospitals, Law Enforcement Offices, Prosecutors' Offices and Courts.*
- b. Accompaniment to Hospitals, Law Enforcement Offices, Prosecutors' Offices and Courts means in-person support, assistance and provision of information about crime victims' rights during the survivor's interaction with medical or criminal justice professionals at hospitals, law enforcement offices, prosecutors' offices, and courts.*

- c. *Accompaniment to Hospitals, Law Enforcement Offices, Prosecutors' Offices and Courts must be provided by trained Rape Crisis Center employees/volunteers.*
- d. *The Rape Crisis Center must provide hospital Accompaniment services for survivors of sexual violence for a sexual assault medical forensic exam 24/hours day, 7 days/week.*
- e. *Rape Crisis Centers must ensure employees/volunteers provide Accompaniment subject to confidential communication requirements in the Utah Confidential Communication Act.*
- f. *Rape Crisis Center employees/volunteers must provide Accompaniment services until they are no longer needed by the survivor.*
- g. *The Rape Crisis Center must dispatch an employee/volunteer to provide Accompaniment to a hospital within a reasonable amount of time of receiving a request.*
- h. *The Rape Crisis Center must have a system in a place to accommodate multiple or overlapping requests for Accompaniment to a hospital.*
- i. *Rape Crisis Center employees/volunteers providing Accompaniment must complete training that meets the Utah Sexual Assault Training Counselor Certification Requirements.*
- j. *Rape Crisis Center employees/volunteers providing Accompaniment must be supervised by a Rape Crisis Center staff member with at least one year experience providing direct services to survivors of sexual violence.*
- k. *The Rape Crisis Center must regularly evaluate Accompaniment services and, as needed, make adjustments based on the findings.*

4. *ADVOCACY CRITERIA*

- a. *Rape Crisis Centers must provide Advocacy to survivors of sexual violence.*
- b. *Advocacy means "supporting and assisting a victim/survivor to define needs, explore options, and ensure rights are respected within any systems with which the victim/survivor interacts."*
- c. *Advocacy must be provided by trained Rape Crisis Center employees/volunteers.*
- d. *The Rape Crisis Center must provide Advocacy 24 hours/day, 7 days/week via the 24 Hour Crisis Hotline and via Accompaniment to Hospitals, Law Enforcement Offices, Prosecutor's Offices and Courts.*
- e. *The Rape Crisis Center must provide Advocacy on a walk-in basis during the*

Rape Crisis Center's regular hours of operation.

- f. Rape Crisis Center employees/volunteers must orient survivors of sexual violence to their constitutional and statutory rights and assist survivors in securing those rights.*
- g. Rape Crisis Centers must ensure employees/volunteers provide Advocacy subject to confidential communication requirements in the Utah Confidential Communication Act, Utah Code 77-38-202.*
- h. Rape Crisis Center employees/volunteers providing Advocacy must complete training that meets the Utah Sexual Assault Counselor Certification Requirements.*
 - i. Rape Crisis Center employees/volunteers providing Advocacy must be supervised by a Rape Crisis Center staff member with at least one year experience providing direct services to survivors of sexual violence.*
- j. The Rape Crisis Center must regularly evaluate Advocacy services and, as needed, make adjustments based on the findings.*

5. PUBLIC EDUCATION CRITERIA

- a. The Rape Crisis Center must provide Public Education to increase knowledge of the dynamics of sexual violence, its causes and consequences, and of services available through the sexual assault program.*
- b. Public Education means workshops, speaking engagements, and distribution of printed materials.*
- c. Rape Crisis Center employees/volunteers must provide Crisis Intervention, information and referral to individuals making a sexual assault related outcry at Public Education events.*
- d. Rape Crisis Center Public Education must use accurate information and statistics with citations.*
- e. Rape Crisis Center Public Education must include efforts to identify survivors of sexual violence that might not otherwise be reached and refer them to services.*
- f. Public Education must be developmentally appropriate to the audience.*
- g. Public Education must be intentionally inclusive of underserved populations (rural, elderly).*
- h. Rape Crisis Center employees/volunteers providing Public Education must complete training that meets the Utah Sexual Assault Counselor*

Certification Requirements.

- i. Rape Crisis Center employees/volunteers providing Public Education must be supervised by a Rape Crisis Center staff member with at least one year experience providing direct services to survivors of sexual violence or providing Public Education.*
- j. The Rape Crisis Center must regularly evaluate Public Education and, as needed, make adjustments based on the findings.*

I have read and acknowledged the implementation of the Utah Standards of Care for Rape Crisis Centers.

Name of Authorizing Official

_____ Signature of Authorizing
Official Date