

Pennsylvania Coalition Against Rape
Organizational Standards for PA Centers
(Approved by PCAR Board of Directors on **May 8, 2015**)

Board of Directors Standards

Purpose: To ensure that each PA Center has a Board of Directors that follows the laws governing non-profit organizations in Pennsylvania and is responsible for all policies in accordance with the PCAR Contract.

Requirements:

1. When the rape crisis program is an independent organization whose mission is to prevent sexual violence and serve victims of sexual violence, the governing body shall be responsible for all policy decisions which affect personnel, budgetary, and program development matters.
2. When the rape crisis program is a component of an umbrella organization whose mission extends beyond preventing sexual violence and serving victims of sexual violence, the Board of Directors shall appoint an advisory body to give input on policy decisions that affect personnel, budgetary, and program development matters of the rape crisis program.
3. The Board of Directors of the Center shall reflect the racial and ethnic composition of the counties served and shall include representatives from all counties served.
4. When the rape crisis program is part of an organization which serves both victims of sexual assault and domestic violence, or part of an organization that serves victims of all crime, the Center shall ensure that the Board of Directors maintains an equal focus on the issue of sexual violence.
5. The Board of Directors, or advisory body, shall maintain a record of meeting minutes. Meeting minutes shall include the date of the meeting, a list of those in attendance, and a record of actions taken.

Bylaws Standard

Purpose: To ensure that the Board of Directors has a governing document.

Requirements:

1. The Board of Directors shall be governed by Bylaws developed in accordance with the requirements for non-profit organizations operating in Pennsylvania.
2. The Bylaws must be reviewed regularly in accordance with the schedule stipulated in the Center's Bylaws. The adoption date, as well as the dates of any revisions, must be recorded in the Bylaws.

Organizational Standard

Purpose: To ensure that each PA Center is operating within the relevant state and federal requirements.

Requirements:

1. A Center shall be an independent incorporated nonprofit organization that operates a rape crisis program with a 501(c) 3 designation from the Internal Revenue Service.
2. A Center shall have a Federal Employer Identification Number issued by the Internal Revenue Service, U.S. Treasury Department.
3. A Center shall have a current certificate of registration from the PA Bureau of Charitable organizations. The certificate shall be posted in the Center.
4. A Center shall maintain an operations manual which includes the center's policies and operating procedures, and is updated on an annual basis.

Conflict of Interest Standard

Purpose: To eliminate the potential for conflict or the appearance of conflict including personal interest.

Requirements:

The Center shall have a written policy and procedures to reduce the potential for, or appearance of, a conflict of interest. This shall apply to the functions and activities of the Board of Directors, Center staff members, and volunteers associated with the Center.

Personnel Standard

Purpose: To ensure that the Center has written personnel policies and job descriptions.

Requirements:

1. Personnel policies and job descriptions shall be reviewed regularly in accordance with the schedule stipulated in the document. The effective date shall be listed on personnel policies and job descriptions.
2. The Center shall comply with all relevant federal and state laws and regulations pertaining to employees.

Fiscal Standard

Purpose: To ensure that the Center complies with fiscal and audit requirements as set forth by generally accepted accounting principles.

Requirements:

1. Each Center shall have available fiscal records on a fiscal year beginning July 1 and ending June 30 in accordance with generally accepted accounting principles. These records shall be made available to PCAR upon request.
2. The Center shall have a full or modified accrual bookkeeping system.
3. The Center shall maintain fiscal records current to within thirty (30) days.
4. The Center shall maintain fiscal records as follows:
 - a. Cash Disbursements Journal – this journal must reflect an accounting of expenditures. These expenditures must correspond with the line items in the Center’s original contract budget or approved revision.
 - b. Cash Receipts Journal – this journal must identify income received from all funding sources.
 - c. General Ledger – all transaction records in the individual journals must also be posted to separate ledger accounts and reconciled with bank statements. This will enable the Center to double-check all transactions.
 - d. Accounts Receivable Ledger – this ledger reflects the amount a customer owes to a Center at any specific time. This subsidiary ledger corresponds to the General Ledger.
 - e. Accounts Payable Ledger – this ledger reflects the amount the Center owes to vendors at any specific time. This subsidiary ledger corresponds to the General Ledger.
 - f. Payroll Journal – this journal must identify gross and net salary, taxes, benefits, and employer-authorized deductions for appropriate personnel.
 - g. Receipts – all expenditures must be supported by a paid bill and with proper authorization for payment.
 - h. Tax and Benefit Payments – appropriate tax and benefit payments must be made on a timely basis and appropriately documented.
 - i. Salary and Benefits History – there shall be record of all employee transactions: hire date, salary and salary changes, time and leave documentation, changes in status and benefits afforded the employee. Time and effort reports (time sheets) are required for all personnel funded with PCAR grant dollars. Time sheets must account for total activity for which employees are compensated. For example, if the employee spends 20% of their time on the PCAR grant funded project, 20% on a different grant project, and 60% of their time on other agency activities, time and effort for all three areas must be included on the time sheet. Time sheets must be signed by the employee and a supervisor.

5. The Center shall have a Catastrophic Loss policy which includes procedures to insure that catastrophic loss of fiscal records is minimized.
6. The Center shall retain all financial records for a period of five years from the contract expiration date, and for such period, if any, as specified below:
 - a. If the contract is completely or partially terminated, the records relating to the work performed prior to the termination shall be made available for a period of five years from the date of any resulting final settlement.
 - b. Records which relate to litigation of the settlement of claims arising out of performance or expenditures under the contract to which exception has been taken by the auditors shall be retained by the Center until such litigation, claim, or exceptions have reached final disposition.
 - c. Centers should have procedures in place regarding the retention of fiscal records which reflects the requirements for non-profit organizations, as well as state and federal requirements.

Risk Management Standard

Purpose: Risk management protects and adds value to a Center and its stakeholders through supporting the Center's objectives by:

- Providing a framework that enables future activity to take place in a consistent and controlled manner.
- Improving decision making and planning by comprehensive understanding of the Center's activity.
- Contributing to more efficient use and allocation of capital and resources.
- Reducing liability exposure, especially in non-essential areas of business.
- Protecting and enhancing assets and the Center's Image in the community.

Requirements:

1. The Center shall develop a risk management policy which identifies and evaluates potential risk to the organization's finances, personnel, property, service recipients, and reputation.
2. The Center shall establish procedures to minimize risks.
3. The Center shall establish disaster recovery plans which address flood, fire, terrorist attack, and other disasters that render the Center inoperable.
4. The Center shall have the following insurance coverage that meets the minimum contractual requirement of PCAR:
 - Workers' Compensation

- Business Owners' Fire and Casualty
- Professional Liability
- Employee Dishonesty
- Directors and Officers
- Unemployment Compensation

5. The risk management policy shall include a process for periodic review.

Staff Development Standard

Purpose: To ensure that staff members at Centers maintain and improve skills which are relevant to their position responsibilities.

Requirements:

1. The Center shall have a policy addressing the minimum ongoing training requirements for staff members.
2. All staff members shall have a minimum of six (6) hours of ongoing training specifically related to sexual assault for each fiscal year after the year in which they have completed the required 40-hour sexual assault counselor training.
3. The Center shall retain records to document the number of hours and type of training that staff members receive each year.

Confidentiality Standards

A. Client Case Record Standard

Purpose: To ensure the accurate recordkeeping of all client records.

Requirements:

1. The Center shall maintain the following client records:
 - a. PW-652 form – this form must be completed for each client receiving contract required service and must be made available for review by the Contract Liaison during monitoring. As required by federal regulations, this form must be updated every six months of active service. Each client will have one PW-652 form per fiscal year.
 - b. Client Profile – documentation of client profile information as required to be reported to PCAR.
 - c. Service Plan – this form is required for each client receiving contract required services. The service plan must be completed in collaboration with the client and should be updated at a minimum of every six months.

- d. Case Notes – this information shall reflect the provisions of service and shall not contain verbatim statements, judgmental or labeling language. Case notes shall also include evidence of case management activities, as well as documentation of a discussion regarding confidentiality, rights and responsibilities, and grievances.
 - e. Form verifying that the client has received information regarding confidentiality, client rights and responsibilities, and procedure for filing grievances.
 - f. Other Information – the Center must include any release of information forms and other correlating documentation, if applicable.
2. The Center is required to have a policy on recordkeeping that includes the content, how much information is kept, the kinds of information kept, when client files are reviewed, and who is responsible for reviewing the files.

B. Client Case Records Maintenance Standard

Purpose: To ensure proper access, maintenance, storage, and security of client records in any format, paper, electronic or otherwise.

Requirements:

1. The Center shall maintain client records and a data collection system that upholds the confidentiality of the client.
2. The Center’s Direct Services Supervisor shall have primary responsibility for maintaining client records with current case notes and for supervising the case notes made by all other Center personnel. If the Center does not have the job title of Direct Services Supervisor, then the job description of the individual responsible for these duties must contain the following language: “This position shall be the Direct Services Supervisor as specified in 42 PA C.S.A. §5945.1.”
3. The Center shall have a policy that addresses the security of client records and information.
 - a. Access shall be limited to persons who have completed the requirements of 42 PA C.S.A. §5945.1.
 - b. Access shall also be granted to PCAR personnel who are responsible for monitoring the Center’s compliance. Access will be given under the direction of the Direct Services Supervisor.
4. The Center’s Direct Services Supervisor shall have primary responsibility for updating, closing and destroying client records.
5. The Center shall have a policy that specifies how often client records are reviewed, updated, closed, and destroyed.
 - a. Client records shall be reviewed at a minimum of every six months.

- b. All closed client records shall be maintained for a minimum of five years before they are destroyed.
- c. No client record, or any part thereof, shall be destroyed in response to a subpoena.

C. Confidentiality Standard

Purpose: To ensure that confidential communications exist between the client and a counselor in compliance with the requirements of 42 PA C.S.A. §5945.1.

Requirements:

1. The Center is required to have a written confidentiality policy which includes procedures and provisions for the release of information, services to children, response to subpoenas, and exceptions required by law as follows:
 - a. Suspicion of child abuse
 - b. Intent to harm self or others
 - c. Issues of competency
2. The Center's confidentiality policy and procedures shall also address requests by the client to review and/or copy information from file.
3. The Center's confidentiality policy and procedures shall also address requests to review and/or copy information from a child's file by that child's parent/legal guardian.
4. The confidentiality policy must be reviewed and approved by PCAR when changes occur in the following:
 - a. 42 PA C.S.A. §5945.1 (Sexual Assault Counselor Privilege)
 - b. 23 PA C.S.A. §6311(a) (Child Protective Services Law)
 - c. Case law
 - d. PCAR Standards
 - e. Center Confidentiality Policy
5. All persons associated with the Center who come into contact with clients or client information are required to sign a confidentiality agreement which provides that such persons will maintain the confidentiality of such information.

Direct Services Standard

Purpose: To ensure that all individuals have equal access to services.

Requirements:

1. No Center shall deny an individual service because of age, race, creed, gender, ethnicity, color, national origin, marital status, sexual orientation or preference, physical or mental ability, culture, language ability, class, economic status, education, or HIV status.

2. A Center shall identify an individual as a client if the individual is a victim of sexual violence, requests services from the center, and if the center opens a case file that contains, at a minimum, a PW-652 form, a service plan and case notes. A significant other client shall be defined as an individual of any age, other than the victim, who has been affected by sexual violence, who requests service from the center and receives such service. A significant other includes a parent, guardian, spouse, partner, sibling, child, and/or close personal friend of a victim of sexual violence.
3. The Center shall provide crisis services to the community served. Crisis not only includes the victimization incident, but also recent memory, disclosure, triggering event, or any legal proceedings or involvement.
4. The Center shall have a written grievance procedure which provides the opportunity for clients to present a complaint without the fear of retaliation. Information regarding the grievance procedure shall be provided to center staff and volunteers for provision to center clients
5. The Center shall have written procedures regarding meeting the service needs of individuals with physical disabilities, hearing impairments, visual impairments, and cognitive impairments. The procedures shall also include provisions for meeting the service needs of non-English speaking clients.
6. The following services must be available to all residents of the county (or counties) served:
 - a. 24-hour Hotline – a 24-hour, advertised hotline service must be available and staffed by sexual assault counselors to provide crisis intervention services. An answering machine may not be used to answer the 24-hour hotline. If the Center uses an outside agency (911), professional answering service, or any other individuals who have not received the sexual assault counselor training to answer the hotline, it shall only be used to link the caller/client with the trained sexual assault counselor. Centers shall ensure that answering service staff members have received training in crisis intervention and confidentiality. The training shall occur on an annual basis and include a minimum of four-hours. A written agreement between the Center and the answering service will be on file at the center and be reviewed by the Center on an annual basis at minimum.
 - b. The Center shall have written procedures that ensure that the response time of a sexual assault counselor to all hotline calls is not more than 15 minutes.
 - c. The Center is responsible for notifying PCAR within 24-hours, if the 24-hour hotline is not in operation for more than a twelve hour period.
 - d. Accompaniment to medical facilities, police investigations, and court proceedings – the Center shall have a representative available to escort the client, at her/his request, to any of the examinations, investigations, interviews, and proceedings related to the client’s victimization. The Center will provide support, orientation, and information as requested.
 - e. Crisis Counseling – a short-term intervention that is action focused, client-centered, trauma-informed, and based in active/reflective listening. It should be non-judgmental, unconditionally accepting, and provided to victims of sexual violence in response to a crisis related to the victimization. Delivery may take place via the hotline, during individual in-person sessions, or while accompanying a client through the legal, medical, or other

community system. (Other terms that may have been used in the past to describe this kind of service include, but are not limited to, Supportive Counseling or Short-Term Counseling. These terms will no longer be used in describing PCAR services.)

- f. Individual Advocacy – facilitates the client’s negotiation of the different systems encountered as a result of being impacted by sexual violence.
- g. Information and Referral – assists a client to identify and gather information about community resources.

NOTE: Therapy is not a required service. It is however, a fundable service. The following definition is included to provide guidance to Centers which choose to provide therapy to victims of sexual violence.

- h. Therapy is an in-depth intervention provided to victims of sexual violence in response to the longer-term effects of the trauma. This typically is provided in scheduled, in-person sessions, or in group sessions. Therapy is strengths-based, interpersonal, relational intervention used by professionally trained therapists to aid clients in resolving problems of living, identifying survival skills, examining core beliefs, and working on process-oriented internal changes related to sexual violence. Therapists employ a range of techniques based on experiential relationship building, dialogue, communication, and behavior change.

Please see Addendum for additional information regarding crisis counseling and therapy.

Prevention Education Standard

Purpose: To ensure that education, training, and primary prevention strategies are available to the communities within the county/counties served by the Center. Sexual violence prevention efforts should address perpetration, victimization, and bystander attitudes and behaviors, and seek to identify and enhance protective factors that impede the initiation of sexual violence in at-risk populations and in the community.

Requirements:

The Center shall provide the following in a manner that is culturally relevant and informed by the strengths and readiness of the communities within the county/counties served.

Primary Prevention: Education strategies designed to prevent sexual violence before it occurs by focusing on conditions that reduce violence. Efforts should be comprehensive (address multiple levels of the social ecology – individual, relationship, community, and society), culturally and age-appropriate, collaborative, evidence-based/informed and incorporate evaluation. Prevention efforts are most effective when provided over time (more than once) with a particular audience/community. Primary prevention is about behavior change; therefore, strategies must move beyond knowledge and awareness and include opportunities for audiences to learn, practice, and adopt skills and behavior changes that create environments/cultures free from violence.

Education/Awareness: One-time presentations designed to raise awareness about sexual violence. The presentations also provide information about the availability of services and can occur in a classroom and/or community setting. Education/awareness may also include county and/or statewide campaigns.

Community Systems/Allied Professionals Training: Trainings provided by the center for/with other agencies/systems/professionals in the community to better enable those agencies/systems to meet the needs of victims of sexual violence.

Social Change: Social change efforts seek to change systems or patterns of behavior that support sexual violence perpetration. The goals of social change include changes in individual behavior (long term or permanent), stronger community sanctions for perpetration, and increases in healthy or pro-social behaviors that challenge perpetration. Examples of social change activities include anti-oppression work focused on addressing sexism, critical media literacy workshops, promoting healthy sexuality and healthy relationship skills, and systems advocacy.

Community Mobilization: Facilitating community ownership and action to prevent sexual violence. The goals of community mobilization include members of the community working to raise awareness about sexual violence, the community viewing the center as an expert/resource, and the creation of a plan by members of the community for reducing or preventing sexual violence. Examples of community mobilization include engaging in community readiness assessment efforts, building the capacity of other community organizations to do prevention work, and training of trainers.

Sexual Assault Counselor Training Standard

Purpose: To ensure compliance with 42 PA C.S.A. §5945.1 (Sexual Assault Counselor Privilege).

Requirements:

1. The Center shall provide a sexual assault counselor training program to staff members and volunteers. This training shall occur prior to any type of confidential client contact or access to confidential client information. The center is responsible for assuring the competency of individuals providing instruction during the training program. At a minimum, the Center's training syllabus shall meet all PCAR standards, policies, and applicable laws in accordance with the following training requirements:

<i>Category</i>	<i>Minimum Hours</i>
• History and Philosophy	1.0
• Local Center Information	1.0
• Values Clarification/Anti-Oppression	5.0
• Counseling Issues	12.0
• Sexual Assault Issues	9.0
• Ethics	2.0
• Confidentiality	2.0
• Functioning Within Systems	4.0

- Advocacy 2.0
- Information and Referral 2.0

Minimum Total 40.0

2. The Center shall retain records to document the number of hours and type of training each individual receives.

3. No more than 20-hours of the 40-hour training can be completed on-line. Centers must use the training modules available at campus.nsvrc.org for any on-line training related to the 40-hour sexual assault counselor training.

4. The Center must include some type of practicum following completion of the 40-hour training in order to assess and evaluate the skills of the individuals completing the training. The practicum should include service provision to victims or significant others directly supervised by a center staff member involved in the provision of direct services.

5. The Center is responsible for assuring that individuals transferring from another center have received the same training required of sexual assault counselors (staff members or volunteers) in its Center. If not, the Center is required to provide the training needed to fulfill its requirements and to meet the PCAR Sexual Assault Counselor Training Standard.

6. It is the Center’s responsibility to oversee and to provide adequate and appropriate documentation. The Center determines if an individual has met all the requirements to be a sexual assault counselor. An evaluation of an individual’s ability and competency to provide service to victims of sexual violence must be completed and documented.

7. The Executive Director of the Center which holds a contract with PCAR must complete the sexual assault counselor training within three months of assuming her/his position. As is stated in number one above, the Executive Director cannot have any type of confidential client contact or access to confidential client information prior to completion of the training. If the center is located within a larger organization, it is strongly recommended that the CEO of that organization also complete the sexual assault counselor training

Religious Non-Affiliation Standard

Purpose: To ensure that staff do not promote their own personal religious/spiritual beliefs not disrespect the clients’ religious/spiritual beliefs.

Requirements:

The Center shall have a policy which stipulates that staff members and volunteers cannot initiate nor promote any religious doctrine when providing services to a client. In the context of a counseling relationship, staff members and volunteers may respond to religious/spiritual issues presented by the client in a respectful, non-judgmental fashion.

Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome Standard

Purpose: To ensure that accurate information on HIV/AIDS and its relationship to victims of sexual violence is available to clients.

Requirements:

The Center shall have an HIV/AIDS Policy which addresses the following:

- A client disclosure regarding HIV/AIDS status does not require informing all members of the center's staff.
- Center staff will be trained regarding HIV post exposure prophylaxis best practices and options for access.
- The right of a victim/survivor to give informed consent to any test, treatment, and/or procedure.
- The right of a victim/survivor to make an informed request for relevant testing of an offender.

Ethics Standard

Purpose: To provide an ethical base for sexual assault center staff members and volunteers providing direct service.

Requirements:

1. Each Center, center staff member and center volunteer shall adhere to PCAR's Code of Ethics.
2. The Center shall maintain signed adherence documentation in the personnel/volunteer files.

Technology Standard

Purpose: To ensure that Centers choosing to use technology in the provision of services are aware of the benefits and limitations for specific clients in specific situations.

Requirements:

Telecommunication technologies include but are not limited to telephone, mobile devices, interactive video conferencing, email, chat, text and Internet (e.g. self-help websites, blogs and social media). Centers that choose to provide services via telecommunication technologies must:

1. Ensure their competence with both the technologies used and the potential impact of their use on clients.
2. Ensure that ethical and professional standards of care and practice are met at the onset and throughout the duration of service provision.

3. Obtain and document informed consent that specifically addresses the unique concerns related to the services being provided via telecommunication technologies. When doing so, Centers should be aware of the applicable laws and regulations, as well as organizational requirements that govern informed consent.
4. Protect and maintain the confidentiality of the data and information relating to clients and inform clients of the potential for increased risk of loss of confidentiality inherent in the use of telecommunication technologies.
5. Ensure that security measures are in place to protect data and information regarding clients from unintended access or disclosure.
6. Dispose of client-related data and information and the technologies used in a manner that facilitates protection from unauthorized access and accounts for safe and appropriate disposal.

Addendum
PCAR DEFINITIONS of CRISIS COUNSELING and THERAPY
(Addendum approved by the PCAR Board of Directors January 11, 2013)

1. Purpose: This document defines Crisis Counseling and Therapy. These definitions are intended to provide a framework for service provision by PCAR contractors to sexual assault survivors:

- In support of PCAR’s Code of Ethics, including but not limited to the section on “competence.”
- To provide clarity about the services PCAR funds.

2. Crisis Definition:

A crisis may present itself in a variety of ways, including but not limited to:

- a. A crisis may exist as the result of a traumatic incident that has occurred within the last six months. Making a disclosure about a past victimization may place an adult or child into crisis.
- b. Recovering a new memory can cause crisis to occur.
- c. Triggers, including sights, smells, and sounds, may also send a victim into crisis.
- d. Crisis may also occur on or around anniversary dates of the traumatic event.
- e. Clients can be in crisis throughout each step of the Criminal Justice System, as they may be re-living their victimization.

3. Crisis Counseling is a short-term intervention that is action-focused, client-centered, based in active/reflective listening; and is non-judgmental, unconditionally accepting, and provided to victims of sexual violence in response to a crisis related to the victimization. Delivery may take place via the hotline, during individual in-person sessions, or while accompanying a client through the legal, medical or other community system. (Other terms that may have been used in the past to describe this kind of service include but are not limited to Supportive Counseling or Short-Term Counseling. These terms will no longer be used in describing PCAR services.)

4. Intended Victim Outcomes:

Crisis Counseling helps clients:

- a. identify their immediate needs related to the crisis
- b. understand the effects of sexual violence and possible reactions
- c. identify and strengthen existing skills
- d. understand their rights
- e. speak for themselves
- f. review their options
- g. manage immediate issues with stressors
- h. normalize and validate their reactions to trauma
- i. develop immediate coping and personal safety skills
- j. connect to other community resources that will support them in addressing needs
- k. understand the scope and limitation of the agency’s services
- l. establish realistic expectations related to systems (e.g., criminal justice, medical, etc)
- m. begin to regain a sense of personal power or control

5. Potential Delivery Period:

- a. Crisis Counseling may be a one-time response to a crisis event.
- b. Crisis Counseling may take place over an extended period of weeks or months as a client works through a crisis (i.e.: is managing court issues, etc.).
- c. Longer-term client contact (beyond the Crisis Counseling service described above) that does not involve a therapeutic intervention is not an effective counseling approach. Crisis Counseling addresses a client's immediate needs, which is typically accomplished in interventions over a period of months rather than years, in response to a crisis event (e.g., court). Moving beyond immediate needs with a client requires a therapeutic intervention.

6. Competency requirement:

- a. Successfully complete the training articulated in this document pertaining to "Crisis Counseling" skills.
- b. An understanding of agency policies/procedures/philosophies, and community resources.

7. Training required to provide Crisis Counseling:

- a. Initial Training: Forty (40) hours of "Sexual Assault Training" as articulated in *42 Pa.C.S.A. Sec. 5945.1* defining confidential communications with sexual assault counselors. This training will be developed with the guidance of PCAR's training standards to meet basic competency needs and to satisfy the requirements of the statute defining confidentiality privilege.
- b. Additional Training: If the counselor anticipates working with clients in systems such as legal, medical, etc., s/he would be required to complete additional specialized training to establish competency.

NOTE: Longer-term client contact (beyond the Crisis Counseling service described above) that does not involve a therapeutic intervention is not an effective counseling approach. Crisis Counseling addresses a client's immediate needs, which is typically accomplished in interventions over a period of months rather than years, in response to a crisis event or occurrence (e.g., court). Moving beyond immediate needs with a client requires a therapeutic intervention.

8. Therapy is an in-depth intervention provided to victims of sexual violence in response to the longer-term effects of the trauma. This typically is provided in scheduled in-person sessions, or in group sessions.

Therapy is a strengths-based, interpersonal, relational intervention used by professionally trained therapists to aid clients in resolving problems of living, identifying survival skills, examining core beliefs and working on process-oriented internal changes related to sexual violence.

Therapists employ a range of techniques based on experiential relationship building, dialogue, communication and behavior change.

9. Intended Outcomes of Therapy:

- a. allows the client to achieve a greater understanding of the trauma s/he has experienced
- b. helps the client integrate the experience
- c. assists the client in resolution of the trauma to healing

10. Potential Delivery Period:

- a. Likely will be for a period of several months or longer.
- b. It is important to note that the therapeutic relationship starts with the first session.

11. Competency requirement:

- a. Master's-level course work in a relevant field, followed by extensive practice and work that is supervised by a licensed therapist.
- b. An understanding of agency policies/procedures/philosophies, and community resources.
- c. The therapist provides this service within the context of the agency's policies/procedures/philosophies, and with an understanding of available community resources.
- d. Special consideration: providing therapeutic services without required training and competency exposes the client to negative outcomes, and the counselor and agency to significant liability concerns.

12. Training required to provide therapy:

- a. Successful completion of a Master's degree in a relevant field.
 - b. Crisis Intervention Counselor Training (to provide information about the agency – see above; and to satisfy the requirements of confidentiality legislation).
- Special consideration: providing therapeutic services without required training and competency exposes the client to negative outcomes, and the counselor and agency to significant liability concerns.