

## Minimum Service Standards for Sexual Assault Program in Texas

Minimum Service	Standard	OAG Verification <b>**Please note the OAG may request additional documentation if needed to ensure an organization meets the minimum standards.</b>
<b>24-hour crisis hotline</b>	The Sexual Assault Program (SAP) must maintain a 24-hour crisis hotline for survivors of sexual violence to provide immediate, confidential, non-judgmental support, crisis intervention, information and referrals.	Organization provides hotline number. The OAG verifies the hotline is in operation and that the provider identifies the number as their 24-hour crisis hotline.
	A 24-hour crisis hotline means a telephone line answered 24 hours a day, 7 days a week by trained Sexual Assault Program (SAP) staff or volunteers.	Organization signs verification document.
	The hotline number must be accessible to the public via the SAP's website and in public directories that cover the SAP's service area, if available.	Organization identifies website and public directories in which the hotline is published. The OAG verifies publication of the hotline number.
	Where advertised, the hotline indicates 24-hour availability and specifies 'sexual assault' or indicates the hotline provides assistance to survivors of sexual assault.	Organization signs verification document.
	SAPs must ensure employees/volunteers provide 24-hour crisis hotline services subject to confidential communication requirements in the Texas Government Code, Chapter 420, Subchapter D.	Organization signs verification document.
	Hotline calls must be answered immediately either by a SAP employee/volunteer or a third party answering service and connected to a trained SAP employee/volunteer within 5 minutes. Hotlines must have at least one bypass feature in place to accommodate more than one call at a time (busy signals and call-waiting features do not satisfy the bypass feature). Bypass calls must be answered or returned by a trained SAP employee/volunteer within 15 minutes.	Organization signs verification document.
	SAP employees/volunteers providing 24-hour crisis hotline services shall complete training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.	Organization signs verification document verifying employees/volunteers have completed required training. Organization is an OAG Certified SAP Training Program. If not, the organization provides training agenda to show topics covered and training records to verify all SAP employees/volunteers providing minimum services completed training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.
	SAP employees/volunteers providing 24-hour crisis hotline services must be supervised by a SAP staff member with at least one year experience providing direct services to survivors of sexual violence.	Organization signs verification document on supervisors' experience or training.
	Hotlines must be equipped to respond to callers who are deaf, hearing impaired or with limited English proficiency.	Organization describes how the organization responds to callers who are deaf, hearing impaired or with limited English proficiency.
	SAPs must maintain a current resource/referral list responsive to individuals affected by sexual violence.	Organization signs verification document.
	SAP employees/volunteers answering the hotline must have the current resource/referral list in their possession.	Organization signs verification document.
	The SAP must regularly evaluate the 24-hour crisis hotline and, as needed, make adjustments based on the findings.	Organization signs verification document.

<b>Crisis Intervention</b>	SAPs must provide Crisis Intervention to survivors of sexual violence.	Organization provides agency brochure, website, or other document showing Crisis Intervention is provided to adult survivors of stranger and non-stranger sexual assault. The OAG verifies the agency's name is on the document and the document shows Crisis Intervention is provided to adult survivors of stranger and non-stranger sexual assault.
	Crisis Intervention means an immediate, supportive response in order to reduce acute distress, begin stabilization, and assist in determining next steps.	Organization provides written detail on how this standard is met.
	Crisis Intervention must be provided by SAP employees/volunteers.	Organization signs verification document.
	The SAP must provide Crisis Intervention 24 hours/day, 7 days/week via the 24-hour crisis hotline and via Accompaniment to hospitals, law enforcement offices, prosecutors' offices and courts.	Organization provides written detail on how this standard is met.
	SAPs must ensure employees/volunteers provide Crisis Intervention subject to confidential communication requirements in the Texas Government Code, Chapter 420, Subchapter D.	Organization signs verification document.
	The SAP must provide Crisis Intervention on a walk-in basis during the SAP's regular hours of operation.	Organization provides agency brochure, website, or other document showing Crisis Intervention is available on a walk-in basis during the SAP's regular hours of operation. The OAG verifies the agency's name is on the document and the document shows Crisis Intervention is provided on a walk-in basis during the SAP's regular hours of operation.
	The SAP employee/volunteer providing Crisis Intervention must complete training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.	Organization signs verification document verifying employees/volunteers have completed required training. Organization is an OAG Certified SAP Training Program. If not, the organization provides training agenda to show topics covered and training records to verify all SAP employees/volunteers providing minimum services completed training that meet the OAG's Sexual Assault Training Program Certification Requirements contained in the
	SAP employees/volunteers providing Crisis Intervention must be supervised by a SAP staff member with at least one year experience providing direct services to survivors of sexual violence.	Organization signs verification document on supervisors' experience or training.
	SAPs must maintain a current resource/referral list responsive to individuals affected by sexual violence.	Organization signs verification document.
	SAP employees/volunteers providing Crisis Intervention must have the current resource/referral list in their possession.	Organization signs verification document.
	The SAP must regularly evaluate Crisis Intervention services and, as needed, make adjustments based on the findings.	Organization signs verification document.

<b>Public Education</b>	SAP 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.	Organization provides written detail on how this standard is met.
	SAP Public Education means workshops, speaking engagements, and distribution of printed materials.	Organization provides written detail on how this standard is met.
	SAP employees/volunteers must provide Crisis Intervention, information and referral to individuals making a sexual assault-related outcry at a Public Education event.	Organization provides written detail on how this standard is met.
	SAP Public Education must use accurate information and statistics with citations.	Organization signs verification document.
	SAP Public Education must include efforts to identify survivors of sexual violence that might not otherwise be reached (i.e., underserved or marginalized populations) and refer them to services.	Organization signs verification document.
	SAP Public Education must be culturally and developmentally appropriate to the audience.	Organization signs verification document.
	SAP Public Education must be intentionally inclusive of underserved and marginalized populations.	Organization signs verification document.
	SAP employees/volunteers providing Public Education must complete training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.	Organization signs verification document verifying employees/volunteers have completed required training. Organization is an OAG Certified SAP Training Program. If not, the organization provides training agenda to show topics covered and training records to verify all SAP employees/volunteers providing minimum services completed training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.
	SAP employees/volunteers providing Public Education must be supervised by a SAP staff member with at least one year experience providing direct services to survivors of sexual violence or providing Public Education.	Organization signs verification document on supervisors' experience or training.
	The SAP must regularly evaluate Public Education and, as needed, make adjustments based on the findings.	Organization signs verification document.

<b>Advocacy</b>	SAPs must provide Advocacy to survivors of sexual violence.	Organization provides agency brochure, website, or other document showing Advocacy is provided to adult survivors of stranger and non-stranger sexual assault. The OAG verifies the agency's name is on the document and the document shows Advocacy is provided to adult survivors of stranger and non-stranger sexual assault.
	Advocacy means providing assistance on behalf of a survivor of sexual violence with third parties (e.g., schools, employers, law enforcement agencies, housing authorities, health care professionals, prosecutors' offices, CVC).	Organization provides written detail on how this standard is met.
	Advocacy must be provided by SAP employees/volunteers.	Organization signs verification document.
	The SAP must provide Advocacy 24 hours/day, 7 days/week via the 24-hour crisis hotline and via Accompaniment to hospitals, law enforcement offices, prosecutors' offices and courts.	Organization provides written detail on how this standard is met.
	- The SAP must provide Advocacy on a walk-in basis during the SAP's regular hours of operation.	Organization provides agency brochure, website, or other document showing Advocacy is available on a walk-in basis during SAP's regular hours of operation. The OAG verifies the agency's name is on the document and the document shows Advocacy is provided on a walk-in basis during the SAP's regular hours of operation.
	SAP employees/volunteers must orient survivors of sexual violence to their constitutional and statutory rights and assist survivors in securing those rights.	Organization provides written detail on how this standard is met.
	SAPs must ensure employees/volunteers provide Advocacy subject to confidential communication requirements in the Texas Government Code, Chapter 420, Subchapter D.	Organization signs verification document.
	SAPs shall initiate, lead or be a key participant in a sexual assault response team (SART). A sexual assault response team includes, at a minimum, the following core members who are first responders as identified in the Office for Victims Crime SART Toolkit: community-based advocates, law enforcement, and forensic medical examiners including sexual assault nurse examiners.	Organization provides written detail on how this standard is met.
	SAP employees/volunteers providing Advocacy must complete training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.	Organization signs verification document verifying employees/volunteers have completed required training. Organization is an OAG Certified SAP Training Program. If not, the organization provides training agenda to show topics covered and training records to verify all SAP employees/volunteers providing minimum services completed training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.
	SAP employees/volunteers providing Advocacy must be supervised by a SAP staff member with at least one year experience providing direct services to survivors of sexual violence.	Organization signs verification document on supervisors' experience or training.
	The SAP must regularly evaluate Advocacy services and, as needed, make adjustments based on the findings.	The organization signs verification document.

<p><b>Accompaniment to hospitals, law enforcement offices, prosecutors' offices, and courts</b></p>	<p>SAPs must provide Accompaniment to hospitals, law enforcement offices, prosecutors' offices and courts.</p>	<p>Organization provides agency brochure, website, or other document showing Accompaniment to hospitals, law enforcement offices, prosecutors' offices and courts is provided to adult survivors of stranger and non-strangers sexual assault. The OAG verifies the agency's name is on the document and the document shows Accompaniment to hospitals, law enforcement offices, prosecutors' offices, and courts is provided to adult survivors of stranger and non-stranger sexual assault.</p>
	<p>"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. To qualify as an Accompaniment to a Hospital, a minimum of 45 minutes must be spent with the survivor.</p>	<p>Organization provides written detail on how this standard is met.</p>
	<p>Accompaniment to hospitals, law enforcement offices, prosecutors' offices and courts must be provided by the SAP employees/volunteers.</p>	<p>Organization signs verification document.</p>
	<p>The SAP must provide hospital Accompaniment services for survivors of sexual violence for a sexual assault medical forensic exam 24/hours day, 7 days/week.</p>	<p>Organization provides written detail on how this standard is met.</p>
	<p>SAPs must ensure employees/volunteers provide Accompaniment subject to confidential communication requirements in the Texas Government Code, Chapter 420, Subchapter D.</p>	<p>Organization signs verification document.</p>
	<p>SAP employees/volunteers must provide Accompaniment services until they are no longer needed by the survivor.</p>	<p>Organization signs verification document.</p>
	<p>The SAP must dispatch an employee/volunteer to provide Accompaniment to a hospital within 15 minutes of receiving a request.</p>	<p>Organization signs verification document.</p>
	<p>The SAP must have a system in a place to accommodate multiple or overlapping requests for Accompaniment to a hospital.</p>	<p>Organization provides written detail on how this standard is met.</p>
	<p>SAPs shall initiate, lead or be a key participant in a sexual assault response team (SART). A sexual assault response team includes, at a minimum, the following core members who are first responders as identified in the Office for Victims Crime SART Toolkit: community-based advocates, law enforcement, and forensic medical examiners including sexual assault nurse examiners.</p>	<p>Organization provides written detail on how this standard is met.</p>
	<p>SAP employees/volunteers providing Accompaniment must complete training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.</p>	<p>Organization signs verification document verifying employees/volunteers have completed required training. Organization is an OAG Certified SAP Training Program. If not, the organization provides training agenda to show topics covered and training records to verify all SAP employees/volunteers providing minimum services completed training that meets the OAG's Sexual Assault Training Program Certification Requirements contained in the OAG's Sexual Assault Training Program Certification Guide.</p>
	<p>SAP employees/volunteers providing Accompaniment must be supervised by a SAP staff member with at least one year experience providing direct services to survivors of sexual violence.</p>	<p>Organization signs verification document on supervisors' experience or training.</p>
	<p>The SAP must regularly evaluate Accompaniment services and, as needed, make adjustments based on the findings.</p>	<p>Organization signs verification document.</p>