FY 22 OVC Human Trafficking Grantee Policy and Procedure Review Webinar

Defining the Purpose and Next Steps

March 8, 2023

Presented by:

The Office for Victims of Crime (OVC), OVC Human Trafficking Collective (HTC), Freedom Network USA, & Project Roadmap

The material presented during today's webinar session, along with the session recording, will be shared with attendees via email in the following days. *The session will be recorded and will begin shortly.*

As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact Jameel.Evans@icf.com for technical assistance.

Here are some helpful tips for using Zoom during today's webinar:

Audio Connection:
Select the arrow next to the audio button to access audio features and select your speakers. (Your **microphone** and **video** will not be used in today's webinar session).

Chat:
The default setting is to message Everyone. Please note that if you want to send a message to one of the hosts privately, use the drop-down and select their name from the list of options.
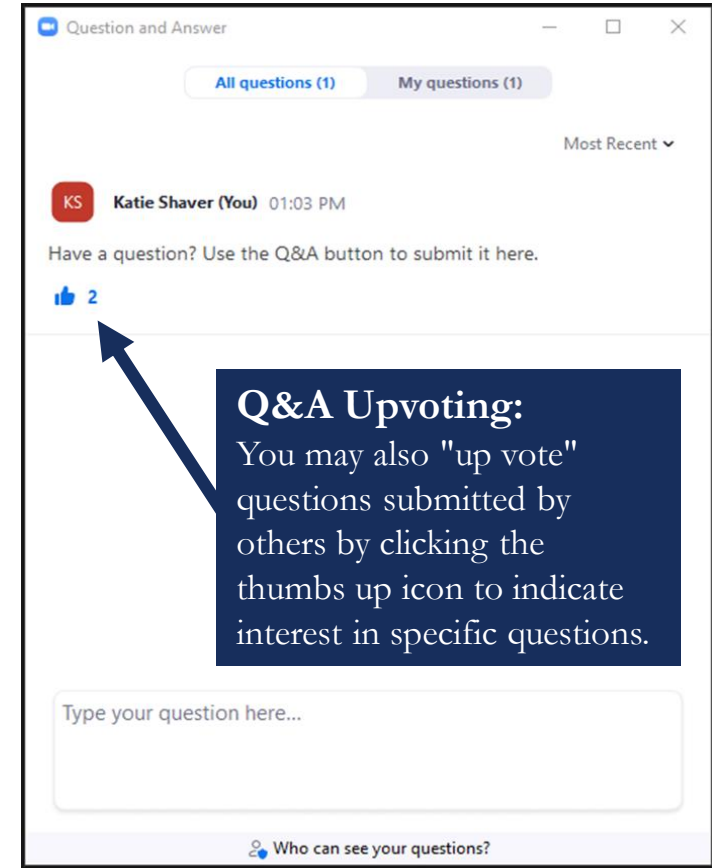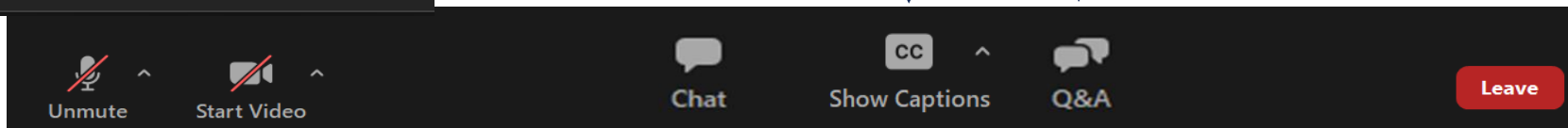
Closed Captioning:
Please click the **Show Captions** button to view closed captioning.

Q&A:
Please select the **Q&A** button to submit a question (*please do not submit questions in the chat*).

Q&A Upvoting:
You may also "up vote" questions submitted by others by clicking the thumbs up icon to indicate interest in specific questions.

Select a Speaker
Speakers / Headphones (Realtek Audio)
✓ Headset Earphone (Plantronics Blackwire 3220 Series)
Same as System

Test Speaker & Microphone...
Switch to Phone Audio...
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Question and Answer

All questions (1) | My questions (1)

Most Recent

KS Katie Shaver (You) 01:03 PM

Have a question? Use the Q&A button to submit it here.

👍 2

Type your question here...

Who can see your questions?

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OVC Opening Remarks

Tiffany Graham, Victim Justice Program Specialist

Office for Victims of Crime (OVC)

FY 2022 Victim Services & Housing Solicitations

Mandatory Program Requirements

1. Submit the policies, procedures, and rules governing the provision of services for review and approval (post-award).

2. Ensure their policies and procedures follow applicable federal and state laws protecting the civil rights of program participants and staff (post-award).

OVC FY 2022 Services for Victims of Human Trafficking Solicitation (pg. 7)
OVC FY 2022 Housing Assistance Grants for Victims of Human Trafficking Solicitation (pg. 6)

FY 2022 Enhanced Collaborative Model (ECM) Task Force to Combat Human Trafficking

Mandatory Program Requirements

1. Submit the policies, procedures, and rules governing the provision of services—including any protocols that govern task force operations that relate to investigations and prosecution—to OVC for review (post-award, as may be required by OVC).

2. Ensure organization policies and procedures follow applicable federal and state laws protecting the civil rights of program participants and staff (post-award).

OVC FY 2022 Enhanced Collaborative Model Task Force to Combat Human Trafficking Solicitation (pg. 6-7)

Before we begin…

The Review is…

- An opportunity to gain additional insight on current best practices in victim services;

- An exploration of how to showcase agency strengths within the grantee community and with OVC; and

- A collaborative approach to expand and enhance current policies and practices.

The Review is NOT…

- A judgment on your expertise or contribution to services;

- A mandate that all recommendations are implemented (Note: The TTA provider and OVC will notify and support you in making adjustments if a change is required for grant compliance);

- Public. Feedback is solely shared with you, OVC, and any consultants who provide you with relevant support.

Upfront Questions

What if I had a review a few years ago?

- We will do a shorter review looking for areas we know are critical and may need to be updated that are aligned to special conditions (i.e., staff training on HT and DEIA, etc.)

What if I have more than one OVC HT award?

- TTA providers will work with one another to identify which areas we will review for you and communicate such to you in the review process.

HTC – Victim Services: Process/Areas of Focus

Policy & Procedure Review

What do we need to submit? What can we expect?

Newly awarded OVC human trafficking victim service grantees are required to submit policies and procedures (P&P) relevant to the provision of victim services under the grant award to OVC for review and approval as an Award Condition. Learn more about the review, submission requirements, and next steps below!

The Review is...

- An opportunity to gain additional insight on current best practices in victim services;
- An exploration of how to showcase agency strengths within the grantee community and with OVC; and
- A collaborative approach to expand and enhance current policies and practices.

The Review is NOT...

- A judgment on your expertise or contribution to services;
- A mandate that all recommendations are implemented (*Note: HTC and OVC will notify and support you in making adjustments if a change is required for grant compliance*); or
- Public. Feedback is solely shared with you, OVC, and HTC consultants who provide you with relevant support.

P&P Submission & Next Steps

1 Grantees must submit a completed copy of the Policies and Procedures Review Form, along with relevant P&P documents, to HTCollective@icf.com and CC your OVC grant monitor.

2 Reviews will be conducted by HTC staff, TA Navigators, and/or subject matter experts and feedback on strengths, potential red flags, and recommendations for growth will be provided to OVC.

3 **Within 45 Days of Submission,** HTC will reach out via email to schedule a P&P review with you. During this meeting, HTC will discuss findings and ask clarifying questions. You will also receive a written copy of feedback after the call.

POLICY/PROTOCOL/PROCEDURE REVIEW SUBMISSION CHECKLIST

Instructions: Please indicate one of the following statuses (selected via drop-down) and note the file name with the page number where the relevant protocol can be located for review.

Status: Yes: we have this and are submitting for review; **Draft:** we have a draft and are submitting for review; **No:** we do not currently have this (in this case, you may use the space provided for the File Name to indicate if you'd like TA assistance in creating one); **N/A:** this item doesn't apply to our victim services program

EXAMPLES:

	Status	File Name	Page #
Grievance Procedure: A description of a client's right to file grievances and established procedures for doing so	Yes	Beneficiary Rights and Grievances	10-11
Confidentiality: A description of agency practices to protect client information	No	TA support	
Referral and Screening	**Status**	**File Name**	**Page #**
Referral Forms: Any tool, form, or process that supports or governs referrals to/from law enforcement, service providers, etc.	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.
Suicidality Assessment: Any written protocols, forms, or other tools used to assess whether a client is a danger to themselves or others, and who administers the assessment; procedures that support referrals if the agency cannot meet a client's needs	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.
Mental Health Assessment: Any written protocols or procedures that identify mental health needs that may exceed the capacity of the agency and who administers the assessment; procedures that support referrals if the agency cannot meet a client's needs	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.
Substance Abuse Assessment: Any written protocols or procedures that identify substance use, and who administers the assessment; procedures that support referrals if the agency cannot meet a client's needs	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.
Communication: Any written protocols that govern how the agency establishes and vet's potential referral partners, how the agency explains the target population served/specific services provided by the program to potential referral partners, and making referrals with outside entities regarding programs, services, and client details	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.
Eligibility: A description of eligibility factors for your program's services, including duration and any restrictions on eligibility	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.
Loss of Eligibility: A description of any actions or events that result in the loss of eligibility/removal from services	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.
Screening for Eligibility: Validated screening tools, forms, or other criteria your agency uses to determine whether someone is a victim of trafficking	Choose an item.	Click or tap here to enter text.	Click or tap here to enter text.

HTC – Victim Services: Process & Submission

1. VS grantees must submit a completed copy of the [Policies and Procedures Review Form](#), along with relevant P&P documents, to HTCollective@icf.com and CC your OVC grant monitor.

2. Reviews will be conducted by HTC staff, TA Navigators, and/or subject matter experts and feedback on strengths, potential red flags, and recommendations for growth will be provided to OVC.

3. Within 45 days of submission, HTC will reach out via email to schedule a P&P review with you. During this meeting, HTC will discuss findings and ask clarifying questions. You will also receive a written copy of the feedback.

4. If revisions are requested, please incorporate and submit revised P&P documents to your OVC grant monitor for award compliance purposes.

5. Opportunities for support remain available! Notify HTC during your monthly check-ins if you are interested in further discussions or additional training on any of the recommendations.

Resource: [OVC HTC - P&P Submission and Review Process One-Pager](#)

HTC Additional Information

We have sample policies for victim service grantees that can assist in your development and/or review

Your TA Navigator is also available to assist you with any areas of development needed

We are looking for key areas we know can be complicated and help your practice and policies stay aligned

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FNUSA – FY 22 OVC Housing Solicitation

Funded programs will demonstrate a commitment to:

- Providing access to safe shelter, advocacy services, counseling, and other assistance without exclusions
- Protecting the confidentiality of information and/or privacy of individuals receiving services
- Voluntary Services
- Accessibility to services regardless of ability or language
- Offer culturally responsive support services to survivors and their dependents

FNUSA – Housing: Process & Submission

1. Within 90 days of an OVC request, grantees must submit the policies, procedures, and rules governing the provision of program services supported with award funding or provided as a match to training@freedomnetworkusa.org. These documents should include, but are not limited to, those used for program eligibility, intake, working with participants, and program protocols.

2. FNUSA will schedule an introductory call with the grantee within two weeks of receiving materials, to learn about the agency, understand the current housing model, and hear about programmatic successes.

FNUSA – Housing: Process & Submission

3. FNUSA will review policy and procedure documents and provide written feedback, which includes a summary of findings highlighting the housing programs' strengths, critical training opportunities, and recommendations for growth. This process generally takes about 2 to 4 months.

4. Grantees who are interested in obtaining technical assistance around the feedback provided are welcome to continue working with their assigned FNUSA training specialist on the areas they would like to address.

FY 2022 Enhanced Collaborative Model Task Force to Combat Human Trafficking

Award Condition Language

Within 90 days of an OVC written request, the recipient must submit for OVC review and approval, the policies, procedures, and rules governing the provision of program services supported with award funding or provided as a match. These documents should include, but are not limited to those used for:

program eligibility	working with participants
intake	program protocols

The recipient further agrees to work with OVC – sponsored technical assistance provider(s) to develop or modify its policies, procedures and rules where OVC determines that changes are needed to ensure they reflect best practices for serving survivors of human trafficking.

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Project Roadmap – ECM: Submission Process

- We provide a checklist to gather the requested information, policies, procedures, and rules for your agency.

- For each item, you indicate the answer relevant to that item:
  - **Yes**: we have this and are submitting for review
  - **Draft**: we have a draft of this and are submitting it for review
  - **No**: we do not currently have this

- For documents that are multiple pages, and contain more than one of the requested items, please identify in the space provided the page numbers and file name where those items can be found.

- Once you have gathered all items and filled out the checklist, please send everything to ProjectRoadmap@icf.com

Sample checklist on next slide

Project Roadmap – ECM: Submission Process

SERVICE PROVIDER - POLICY/PROCEDURE/RULE REVIEW SUBMISSION CHECKLIST			
Instructions: Please indicate one of the following, as well as note the page number where we can find the relevant policy, procedure, or rule if submitting program manuals/compiled pdfs.			
Status: Yes: we have this & are submitting for review **Draft:** we have a draft & are submitting for review **No:** we do not currently have this			
Eligibility:	**Status**	**File Name**	**Page #**
Eligibility: A description of eligibility for your program services including duration and any restrictions on eligibility			
Loss of Eligibility: A description of any actions or events that result in loss of eligibility/removal from services			
Screening for Eligibility: Screening process for eligibility, including forms			
Intake:	**Status**	**File Name**	**Page #**
Process: A description of your intake process/protocol			
Forms: Copies of intake forms and other forms filled out, completed, and/or signed by participants prior to commencing services			
Working with participants:	**Status**	**File Name**	**Page #**
Program philosophy/guiding principles: for working with participants			
Service Timeline: from referral to case closure details			
Admissions & Orientation information: including disclosure of services and right to confidentiality forms			
Service delivery/case plan snapshot: guidelines for developing and managing case plans, policy for how the plan is documented and revisited per individualized goals and needs, and policy for maintaining case notes			
Mandatory Services: A description/list of any mandatory services/activities			
Client Participation Post Services: describe client involvement post-services			
Program Protocols: (we recognize these might be included in the information listed above. If so, reference the item Ex: See Eligibility)	**Status**	**File Name**	**Page #**
Confidentiality			
Information sharing			
Referrals			
Inclusivity & Cultural Competency			

Sample of the checklist form

Project Roadmap – ECM: Review Process

- Upon receipt of all submitted documents, with the completed checklist, the TA team will review your documents.

- Feedback from TA providers may include observed strengths, gaps or challenges, alignment with ECM program, and clarifying questions, etc.

- Any feedback provided does not reflect poorly on your task force. The TA provider's role is to assist OVC with the review of these materials and to support ECM grantees with satisfying this award condition.

- All feedback provided are TA recommendations. OVC provides final approval.

Project Roadmap – ECM: Review Process

NOTE that different agencies assign different labels and meanings to terms such as, "policy," "procedure" and "rule." Rather than deliberating over titles, keep in mind the "spirit" of the Award Condition and deliverables:

Do not over think this! If you have a document that governs the provision of the listed program services, <u>that document</u> is relevant.
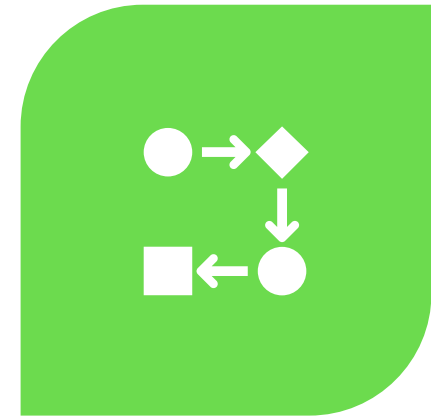
Next Steps

WHEN TO SUBMIT YOUR POLICIES

WHAT TO EXPECT REGARDING THE REVIEW PROCESS

WHAT HAPPENS IF THERE ARE RECOMMENDATIONS TO CHANGE?

Q&A

Please select the **Q&A** button located at the bottom of your screen to submit a question.

Contact & Submission Information

HTC (Victim Services): HTCollective@icf.com

Freedom Network USA (Housing): training@freedomnetworkusa.org

Project Roadmap (ECM): ProjectRoadmap@icf.com