**Section 1100.70 General Programming and Staffing Requirements**

a) Program Requirements

1) A program shall deliver services to violent crime victims and witnesses within a defined geographic area. Any limitations on the population served will be determined by the geographic boundaries, existing services and location of the program. (For example, a program may serve a single county or multiple counties.)

2) All programs shall provide services to victims and witnesses of crime consistent with the criteria set forth in Section 8 of the Violent Crime Victims Assistance Act.

3) All programs must provide, to all victims and witnesses to be served, information regarding the following:

A) Any available financial assistance, including but not limited to the right to restitution in a criminal case and the funds available under the Crime Victims Compensation Act [740 ILCS 45].

B) Their rights under Article I, Section 8.1 of the Illinois Constitution and under the Rights of Crime Victims and Witnesses Act [725 ILCS 120] and how to assert those rights.

C) The availability of the Illinois Automated Victim Notification System, or any other available notification systems, to obtain information regarding offender custody and case status.

4) Grantees shall not charge victims or witnesses for the services funded by the Violent Crimes Victim Assistance fund.

5) Grantees must have in place written policies and procedures pertaining to client rights, including the release of information about a client. For purposes of this subsection (a)(5), the term "client rights" shall in all cases include, but not be limited to, the right to confidentiality and the right of personal privacy.

6) Grantees shall not deny services to clients on the basis of race, color, religion, sex, sexual orientation, national origin, ancestry, citizenship status, marital status, unfavorable military discharge, military status, or physical, mental or perceived handicap.

7) Client intake policies and procedures shall be set forth in writing and be available for review by the Administrator to verify that the agency's services are being provided to the population described in the grant application.

8) Grantees shall comply with the mandatory reporting requirements of the Abused and Neglected Child Reporting Act [325 ILCS 5] and the Elder Abuse and Neglect Act [320 ILCS 20].

9) A private non-profit agency seeking funding under the Violent Crime Victims Assistance Act shall provide for administration and management of its program by an executive appointed by its Board of Directors.

b) Staffing Requirements

1) A program shall use paid staff for administrative functions, fiscal management, therapy, counseling and training.

2) Grantees shall not discriminate in the hiring or promotion of staff based on race, color, national religion, sex, sexual orientation, national origin, ancestry, citizenship status, age, marital status, unfavorable military discharge, military status, or physical, mental or perceived handicap.

3) Personnel policies shall be set forth in writing and demonstrate compliance with equal employment and drug free workplace requirements.

4) A program should use volunteers and student interns in every aspect of service delivery possible, provided that they are supervised by a staff member with experience in the type of service the volunteer or student intern is providing and receive ongoing training.

5) Training procedures for volunteers and student interns shall be set forth in writing.

6) Grantees shall maintain time and attendance records for positions funded by the Grant Agreement on a form prescribed or approved by the Administrator. The records shall reflect the dates and hours the services specified in the Grant Agreement are provided and must be signed by funded staff and a supervisor.

7) The Administrator may require staff funded by the grant to apply for and, if accepted, attend one crime victim services training during the grant period. Crime victim services training includes, but is not limited to, the Illinois Victim Assistance Academy, the Advanced Illinois Victim Assistance Academy, and trainings approved by state-wide coalitions or organizations that provide services to crime victims.

c) Technical Assistance

Agencies may contact the Office of the Attorney General, Violent Crimes Victims Assistance Program for technical assistance in relation to developing, maintaining or expanding services to victims and witnesses.