**Section 1100.120 Domestic Violence Programs**

a) Target Population

Programs shall provide direct service to victims of domestic violence, their non-offending family members, and witnesses.

b) Mandatory Services

In addition to providing the services in Section 1100.70(a)(3), programs intending to apply for funding to serve victims of domestic violence, their non-offending family members and witnesses must:

1) Make available a 24-hour crisis intervention hotline to victims to provide information, referral, crisis intervention and support. Direct response is preferred but not required.

2) Provide counseling to victims, family members and witnesses. Any professional providing counseling should have specialized training in the dynamics of domestic violence.

3) Provide supporting listening and advocacy at both a personal and system level to facilitate access to, and proper treatment by, other agencies and systems affecting victims of domestic violence, such as law enforcement, the medical community, social services, the courts and governmental agencies.

4) Provide safe shelter whenever it is feasible to do so.

5) Provide referrals to the appropriate sources within the community to meet the specific needs of the victim. When possible, programs should provide assistance in the areas of education and job training for victims.

6) Provide group counseling and support sessions on both a formal and an informal level in order to provide an opportunity for victims and their families to share experiences and knowledge as they deal with their situations.

7) Provide follow-up services to victims and non-offending family members in a manner appropriate to their needs and life situations.

c) Recommended Services

The following list is intended to serve as recommendations for the development of a comprehensive domestic violence program. Not all programs will be able to provide all of the listed services, and some may be able to provide services in addition to those listed. For a domestic violence program to comprehensively address the needs of victims of domestic violence, their non-offending family members and witnesses, these service elements should be provided in addition to the required services.

1) Assistance to victims in obtaining transportation necessary to secure services and assistance.

2) Ongoing efforts to inform both victims and the public about the causes and consequences of domestic violence.

3) Address the trauma experienced by children who live or have lived in a violent domestic environment. Qualified professionals should be utilized whether through the agency itself or by referral.

4) Direct and indirect assistance to victims who are unable to escape a violent environment due to immediate lack of funds or short-term material needs.

5) Training to others who may come into contact with domestic violence victims and their families.

6) Employer and school intervention services relating to loss of time from work or school due to victim recovery.

7) Bilingual services; interpretive services for those who have a speech, sight or hearing disability; and promotion of culturally competent responses to victims and witnesses.