



# **SAFEPLAN**

## ***Policies & Procedures***

*Revised May 2019*

### **The Massachusetts Victim and Witness Assistance Board**

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The mission of MOVA is to empower all crime victims and witnesses in the Commonwealth of Massachusetts. MOVA strives to ensure access to equitable services, across the Commonwealth, which meet the unique needs of those impacted by crime through survivor-informed policy development, fund administration, training, and individual assistance.

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## **Introduction**

SAFEPLAN is a court-based civil advocacy program created by Massachusetts Office for Victim Assistance (MOVA) in 1995. MOVA is authorized by the Massachusetts legislature to oversee the program. SAFEPLAN is a partnership between MOVA and community-based domestic violence and sexual assault programs. SAFEPLAN Advocates are housed in district and probate and family courts throughout the Commonwealth, and work in collaboration with court personnel, district attorneys' offices, and other allied criminal justice and social service agencies. Together, they provide a system of advocacy for victims of domestic violence, sexual assault, and stalking considering a 209A restraining order or a 258E harassment prevention order. All SAFEPLAN Advocates are specially trained and certified to provide comprehensive services, including crisis intervention, individualized safety planning, referrals to additional critical resources, education surrounding options available, and support and advocacy services.

## **Authority and Scope**

This Policies and Procedures Manual was revised in May 2019 and this edition supersedes all prior editions. All participants in the SAFEPLAN Program must agree to adhere to the requirements herein.

The SAFEPLAN Program is funded via state line item 0840-0101 and Victims of Crime Act (VOCA) funding. The policies and procedures set forth the requirements of the SAFEPLAN Program in compliance with laws, rules and regulations of the federal and state government; it does not override any other applicable requirements of the state or federal government. MOVA and the sub-recipients under the Victim of Crime Act are required to comply with applicable laws, rules and regulations whether or not they are explicitly stated in these policies and procedures. MOVA and the sub-recipients under the Victim of Crime Act are required to comply with identified VOCA special conditions provided and signed during time of application. Where necessary, MOVA may place additional special conditions upon a sub-recipient which are not specified in the policies and procedures. MOVA and the Victim Witness Assistance Board (VWAB) reserve the right to make final decisions regarding the content of the manual. MOVA will give notice to all affected parties of intent to change the Policies and Procedures Manual.

## **Termination or Suspension**

MOVA reserves the right to terminate any grant award (contract or ISA) with or without cause. Termination and suspension are described in the Standard Contract Form, the Interdepartmental Service Agreement (ISA) Form, and the Commonwealth Terms and Conditions.

## **Definitions Used in the SAFEPLAN Policies and Procedures Manual**

For the purposes of the SAFEPLAN Program and this manual the following terms are defined as follows:

*Client* - Anyone who is a victim of domestic violence, sexual assault, and stalking seeking the services of the SAFEPLAN program and/or who may be eligible for protection under [M.G.L. c. 209A](#) or [M.G.L. c. 258E](#).

*Host Agency* - the community-based domestic violence program contracted to provide SAFEPLAN services. May also be referred to as a sub-recipient.

*Direct Service* - the act of assisting victims of domestic violence, sexual assault, and stalking who are seeking protection from the court through the civil 209A restraining order process ([M.G.L. c. 209A](#)) or the civil 258E harassment prevention order process ([M.G.L. c. 258E](#)). This includes, but is not limited to: assistance with protective order applications, accompaniment during court proceedings, safety planning, needs assessments, and referrals. Only trained and certified SAFEPLAN staff (advocate, intern or volunteer) who are employed or associated with a SAFEPLAN host agency, may engage in direct services.

## **Roles and Responsibilities - SAFEPLAN Host Agencies**

**Hiring of SAFEPLAN Advocates.** All Advocates are employees of SAFEPLAN host agencies and are subject to the hiring procedures and personnel policies of the host agency. Host agencies must adapt their hiring procedures and adhere to the following guidelines. Host agencies must hire an Advocate who has the noted preferred experience<sup>1</sup>; reflects the diversity of the clients whom the SAFEPLAN Program serves, including, but not limited to bilingual bicultural advocates when feasible. Host agencies must notify MOVA of vacancies, final hiring decisions, reductions and/or changes in direct service hours, and volunteers/interns providing direct service under the SAFEPLAN Program.

At a minimum, through host agency training and supervision, a SAFEPLAN Advocate must meet the statutory requirements of “domestic violence victims’ counselor” as in [M.G.L. c.233 § 20K](#). It is strongly encouraged that all Advocates also meet the statutory requirements of a ‘sexual assault counselor’ as in [M.G.L. c.233 § 20J](#). Upon hire, host agencies must provide a salary commensurate with the level of responsibility, experience and education, within the agency guidelines; a benefits package to full-time staff, and direction regarding attendance, vacation requests, coverage, and employee benefits.

**Direct Service Supervision.** It is required that the host agencies provide a supervisor for the SAFEPLAN Advocate, along with any volunteers/interns who are providing direct service, who meets the statutory requirements of a “direct service supervisor of a domestic violence victims’ program” under [M.G.L. c.233 § 20K](#). This supervisor is responsible for case specific supervision, overseeing the advocate’s client caseload and ensuring that the advocate fulfills all general job responsibilities in accordance with the SAFEPLAN Policies and Procedures Manual. For dual (domestic violence and sexual assault) agencies, they must also provide supervision for SAFEPLAN Advocates which meets the statutory requirements of a supervisor under [M.G.L. c.233 § 20J](#). Direct supervision that does not meet the requirements of [M.G.L. c.233 § 20K](#), and if applicable [M.G.L. c.233 § 20J](#), puts the protections of confidentiality at risk.

**Direct Service Management.** Host agencies are responsible for the day-to-day functions at each court in which they provide services. These include, but are not limited to, administrative duties, case support and guidance, direct service supervision, and as a liaison with court personnel, District Attorney’s Office staff and MOVA.

Host agencies must notify MOVA of any changes to the policies and practices at their respective courts that may impact the provision of SAFEPLAN services.

Host agencies receive referrals from SAFEPLAN Advocates for services beyond those designated to be provided by SAFEPLAN Advocates. Host agencies must not expect that SAFEPLAN Advocates perform unallowable activities as defined in the SAFEPLAN Policies and Procedures manual or outside their job description on SAFEPLAN time.

**Memorandum of Understanding.** Upon award, host agencies will be required to sign a MOU in coordination with MOVA. The MOU template will be provided by MOVA.

**Court Coverage Agreement & Scheduling.** MOVA and the host agency must agree on the coverage of each court and an approved Court Coverage Agreement will remain on file at MOVA. The agreement will include the schedules and court assignments for each of the Advocates, volunteers and interns, their full names and the protocol to follow when an advocate will not be available in court. This Agreement must be updated when there is a change in SAFEPLAN personnel and/or court coverage. Designated in-court services must be the Advocate’s primary responsibility. Advocates may provide court coverage at various courts, at one specific court or may fill in on an as needed basis at any court within their region. It is the host agency’s responsibility to ensure court coverage when an Advocate is absent from court, on an emergency basis, or for a planned absence, and to notify the courts of the coverage plan. Host Programs must provide a copy of the Court Coverage Agreement to the Presiding Justice, Clerk Magistrate or Registrar of each court in which they are providing SAFEPLAN advocacy services.

Each host agency will abide by their established holiday policy. SAFEPLAN Advocates should be available and in court on days when courts are open. If the host agency is closed and the court is open, a backup plan should be in place prior to the date to ensure victims may access services. For example, the host agency could: request the clerk's office provide their hotline number to victims who come into court to obtain an order; provide contact information to the clerk's office for an on-call supervisor to speak with the victim; or work with the District Attorney's Office to arrange coverage. Along with the Court Coverage Agreement, each host agency is to submit a copy of their holiday policy and accompanying backup plan to MOVA.

Networking and community engagement is encouraged but may only be completed when arrangements for court coverage have been made. Allowable activities for SAFEPLAN Advocates include, but are not limited to: roundtable and task force meetings to inform direct service provision; high risk team meetings; trainings, and workshops or conferences.

**Responsibilities to Victims of Domestic Violence, Sexual Assault, and Stalking.** Host agencies, when hiring, should consider cultural and linguistic needs of the area they serve. If necessary, arrangements should be made for the special needs of clients who seek SAFEPLAN services.

**Collaboration & Coordination.** The host agency will collaborate and coordinate with the local District Attorney's Office, court personnel, and other allied partners to maximize the delivery of services to victims. SAFEPLAN host agencies must make every effort to work with the District Attorney's Office to establish a criteria and respectful collaborative process for cross-referrals. It is expected that the host agencies have a history of community collaborations with interagency involvement.

**Office Space for SAFEPLAN Advocates.** SAFEPLAN host agencies must provide reasonable office space for SAFEPLAN staff who do not have office space at the courthouse. This space should be used for Advocates to store confidential files in a locked area, and to have access to a phone to offer follow-up services to clients. In situations where space is not available in the courthouse, the host agency must provide the SAFEPLAN staff with the necessary equipment (for example cellular phone) to allow court personnel to call when SAFEPLAN services are needed.

**Meetings with MOVA.** MOVA staff and SAFEPLAN Advocates will meet by region on a quarterly basis to discuss current challenges, initiatives and updates. The host agency and MOVA will keep each other informed of both successes and barriers in providing SAFEPLAN services. SAFEPLAN Advocates are expected to attend these meetings unless client needs and/or extraordinary circumstances prevent their attendance. Part-time SAFEPLAN Advocates must attend at least one quarterly meeting a year. It is allowable for the host agency to modify the schedule of a part-time SAFEPLAN Advocate to ensure their attendance at a quarterly meeting. In these instances, the MOVA SAFEPLAN staff is to be notified, and attendance will be addressed on a case by case basis. In addition to the quarterly meetings, MOVA will host a bi-annual Senior SAFEPLAN Advocate meeting. The host agency's designated Senior SAFEPLAN Advocate must attend.

**Publicizing of SAFEPLAN Program and Services.** SAFEPLAN Advocates are specially trained and certified to provide comprehensive services, including crisis intervention, individualized safety planning, referrals to additional critical resources, education surrounding options available, support, and advocacy services. Any host agency providing SAFEPLAN services, must specify that their legal advocacy services are under the SAFEPLAN Program and include the attribution statement in any electronic or printed materials (see page 14).

**Maintain Statutorily Required Civil Rights Statistics on Victims** served by race or national origin, sex, age, and disability, within the grant period; and permit reasonable access to accounting records, documents, papers, and other records to determine compliance with applicable civil rights laws. See VOCA rule, federal register section 94.114 - prohibited discrimination.

**Official Record Keeping & Confidentiality.** Host agencies must maintain confidential SAFEPLAN client files in locked file cabinets and are the official keeper of the records in any legal proceeding where confidential records have been subpoenaed. As the keeper of the records, it is the host agency's duty to assert the domestic violence or sexual assault counselor privilege when it is challenged and has not been waived, and to inform MOVA when confidential records are subpoenaed. Individual client files should be kept in a manner that assures client confidentiality. Additionally, host

agencies must develop and implement a policy for the destruction of SAFEPLAN client records. MOVA does not provide legal counsel or advice in these circumstances, however, the grant requires that all records related to the grant must be kept for a minimum of seven years.

Any SAFEPLAN Advocate who is the subject of a subpoena or civil suit related to SAFEPLAN services must inform the host agency and the MOVA SAFEPLAN staff immediately. The MOVA SAFEPLAN staff must also be informed when a SAFEPLAN client's records are the subject of a subpoena or court order. SAFEPLAN Advocates may not act upon a subpoena themselves. The handling of such cases will be determined on a case by case basis in accordance with the policies of the SAFEPLAN host agency.

Client communication obtained by a SAFEPLAN Advocate is confidential and privileged under [M.G.L. c.233 § 20K](#), and [M.G.L. c.233 § 20J](#) (if applicable). SAFEPLAN Advocates must adhere to the confidentiality policies of their respective host agencies. As part of the SAFEPLAN Certification Advocates must complete [M.G.L. c.233 § 20K](#), and [M.G.L. c.233 § 20J](#) as applicable.

In order to ensure confidentiality of records, SAFEPLAN Advocates assisting sexual assault victims with the [M.G.L. c. 258E](#) process must meet the supervisory requirements as established in [M.G.L. c.233 § 20J](#). In the event that such supervision is not provided, the Advocate will assist in filing the paperwork, explain the limits of confidentiality, address immediate safety concerns, and make an appropriate referral to a sexual assault counselor or agency.

**Data Collection and Reporting.** SAFEPLAN host agencies must comply with the data and statistical collection requirements as set forth by MOVA. Currently MOVA will submit to OVC the SAFEPLAN host agency VOCA data on their behalf. Data collections forms will be provided by MOVA, and monthly reporting is due on the 10<sup>th</sup> of each month via e-mail. If the 10<sup>th</sup> falls on a weekend or holiday, reporting is due on the next business day. Failure to comply with and/or meet the data collection requirements and reporting deadlines may result in a delay in payment and/or termination of the SAFEPLAN host agency's grant. MOVA reserves the right to update data collection requirements as needed.

Advocates are responsible for collecting, maintaining, and submitting accurate statistical data on each client served through the SAFEPLAN Program. Statistical information must not contain names or other identifying information of SAFEPLAN clients. SAFEPLAN Advocates are also responsible for reporting any out-of-court activities - such as supervision, meetings, and trainings - which are conducted on SAFEPLAN funded time. This data collection is a funding requirement and is utilized by MOVA to meet our funders' reporting requirements.

**SAFEPLAN Policies & Procedures Training.** Each host agency must send an attendee to the SAFEPLAN Policies & Procedures Training as directed (training provided by MOVA). Failure to meet this requirement may result in additional reporting requirements and/or delay in reimbursement payments.

**Compliance with MOVA in Monitoring the Project.** Monitoring activities may include, but are not limited to, site visits by MOVA staff and/or staff from the federal Office for Justice Programs, review of implementation and development of logic model, mid-year progress reports, and submission of financial records and performance reports, as required by MOVA or the federal Office for Justice Programs.

MOVA will conduct site visits with sub-recipients throughout the course of the contract to ensure compliance with policies and procedures. Sub-recipients are required to address all site visit report recommendations and findings by the deadline as set forth by MOVA.

MOVA will track and monitor timely and accurate submissions of programmatic reports and expenditure reports. Patterns of late and/or inaccurate reporting and limited action to improve compliance may result in the loss of funding and/or impact future funding recommendations. In egregious cases, funding for the current grant year could be impacted.

**Maintain an Active SAM Registration,** Sub-recipients must maintain active System of Award Management (SAM) registration. Registrations must be renewed annually. For more information on meeting this requirement please visit <https://www.sam.gov/portal/SAM/>

**Organizational Level Civil Rights Requirements,** As a condition for receiving Justice Department funding authorized by the Omnibus Crime Control and Safe Streets Act of 1968, sub recipients must complete and maintain Equal Employment Opportunity Plan (EEO) certification annually. For information on how to complete the annual report, visit [https://ojp.gov/about/ocr/faq\\_eeop.htm](https://ojp.gov/about/ocr/faq_eeop.htm).

Sub recipients must maintain statutorily required civil rights statistics; and permit reasonable access to accounting records, documents, papers, and other records to determine compliance with applicable civil rights laws.

**Direct Service Level Civil Rights Requirements,** Sub recipients must collect, maintain, and report statutorily required civil rights statistics on victims receiving assistance, where such information is voluntarily furnished by the victim (by race or national origin, sex, age, and disability, within the grant period); and permit reasonable access to accounting records, documents, papers, and other records to determine compliance with applicable civil rights laws.

**In Accordance with applicable laws, allow public access to all documents, papers, letters, or other materials** made or received by the provider in conjunction with the sub-recipient program. This provision does not apply to confidential victim records.

**Requirement to Report Actual or Imminent Breach of Personally Identifiable Information (PII).** The recipient (and any "subrecipient" at any tier) must have written procedures in place to respond in the event of an actual or imminent "breach" that 1) creates, collects, uses, processes, stores, maintains, disseminates, discloses, or disposes of "personally identifiable information (PII)" (2 CFR 200.79) within the scope of an OJP grant-funded program or activity, or 2) uses or operates a "Federal information system" (OMB Circular A-130). The recipient's breach procedures must include a requirement to report actual or imminent breach of PII to MOVA immediately after an occurrence of an actual breach, or the detection of an imminent breach. Contact 617-586-1340.

**Notify MOVA of Programmatic Changes.** Host agencies are required to submit a programmatic change form to the MOVA grants manager when there is a change in the staffing of their program (resignation, hire, medical leave, change in hours, etc.). Any change must be reported to MOVA within **two weeks** of the time the agency/program director is notified of the change. Any submission beyond two weeks from the change date may impact reimbursement and will be subject to MOVA approval. Programmatic change forms must be signed by the program contact and a fiscal representative and filled out completely, including a narrative explanation of the requested change. If the programmatic change form is for a new hire, a resume must be provided.

MOVA must be notified via submission of a programmatic change form if the Executive Director, Programmatic, or Fiscal Contact changes to ensure contact and authorized signatory information is updated, regardless if they are on the approved budget.

Any and all changes which affect service delivery must be clearly marked and requested in writing to MOVA and approved prior to the change, including hiring temporary personnel for SAFEPLAN funded vacancies. Without prior approval, reimbursements for changes submitted may be denied.

**Use of Volunteers and/or Interns.** Host agencies are required to utilize volunteers/interns to support their SAFEPLAN program. Efforts for recruitment should be tracked and documented. This documentation may include advertisements or contacts made to local colleges/universities. While allowable, volunteers/interns are not required to provide direct service in order to meet this requirement. Volunteer/intern duties may include administrative tasks as they relate to the SAFEPLAN program.

Requests for waivers will be considered with documentation of efforts for recruitment and/or information on a statutory or contractual provision concerning liability or confidentiality of counselor/victim information, which bars using volunteers for certain positions. In such cases, evidence of such a provision must be provided. Waiver request forms will be available as part of the application process, as well as on an ongoing basis, and MOVA has final discretion.

**Assistance with victim compensation.** SAFEPLAN Advocates are expected to notify crime victims of the victim compensation program and provide referral information to them.

**Retain all Records,** including but not limited to; financial, supporting documents, statistical reports and other documents related to performance and compliance must be maintained for seven (7) years beginning on the first day after the final payment under each respective grant or such longer period as necessary for the resolution of any litigation, claim, negotiation, audit, or other inquiry regarding this grant award.

**Avoid Conflicts of Interest.** Sub-recipients must comply with federal and state rules which prohibit the use of public funds for personal gain. Sub-recipients must avoid any actions which might result in, or create the appearance of, using public funds or publicly funded positions for private gain, for giving preferential treatment to any person, or adversely affecting the confidence of the public in the integrity of the government or the sub-recipient program. Sub-recipients may not refer victims seeking or receiving SAFEPLAN funded services to the private practice of any employee, official, or person affiliated with the sub-recipient.

**Debarment, Suspension, Ineligibility and Voluntary Exclusion.** SAFEPLAN funds are not available to federally and/or state debarred, suspended, and ineligible or voluntarily excluded sub-recipients should status change while a grant is in effect.

**Funding source attribution statements.** All materials publicizing or resulting from grant activities produced by a SAFEPLAN funded program (e.g. publications, flyers, pamphlets, advertisements, press releases and notifications) must contain an acknowledgment of grant agency assistance and state that the SAFEPLAN-funded services are provided for free. An acknowledgment of support shall be made through use of the following footnote:

*“This project was (partially) supported by the Massachusetts Office for Victim Assistance through a Victims of Crime Act of 1984 (VOCA) grant from the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice and/or funding from grants of the state administered SAFEPLAN program.”*

## **Roles and Responsibilities – SAFEPLAN Advocates**

*See Appendix D: Sample Job Description for SAFEPLAN Advocates*

- At all times, Advocates identify themselves as a SAFEPLAN Advocate from their host agency. Advocates will not identify themselves as employees of MOVA, the court or the District Attorney’s Office;
- Crisis assessment and intervention services;
- Information on legal options and the process to obtain a protective order;
- Assistance in completing protective order application forms;
- Maintain professional boundaries when working with clients, including but not limited to: self-assessment regarding personal concerns or difficulties working with a particular client; avoidance of entering a client’s home and accepting invitations of hospitality or engaging in other social activities; avoidance of entering into friendships or dating relationships with clients (former and current), defendants (former and current), or members of clients and defendants (former and current) families from their client caseload; and avoidance of disclosing personal history of abuse or other personal issues to clients;
- Creation of a comprehensive, individual safety plan with each SAFEPLAN client, whether or not the client chooses to apply for the protective order<sup>2</sup>;
- Referrals to the SAFEPLAN host agency, and other referrals deemed appropriate for each individual client, or by client request;
- Coordination with appropriate follow-up services and resources including, but not limited to counseling, group support, legal services or District Attorney Victim Witness Advocates;
- Discussion of the dynamics of abuse with victims of domestic violence, sexual assault, and stalking;



- Accompaniment and advocacy during civil court proceedings;
- Availability to assist victims, in accordance with the court coverage agreement;
- Promote empathy, understanding and respect for victims of domestic violence, sexual assault, and stalking and all SAFEPLAN clients;
- Never publicly denounce or discredit other professional individuals or institutions;
- Appear in professional, courtroom appropriate attire;
- SAFEPLAN Advocates provide services to individuals identifying themselves as victims of domestic violence, sexual assault, and stalking. SAFEPLAN Advocates should not work with both the plaintiff and defendant when both parties are looking for services surrounding a protective order. SAFEPLAN Advocates should contact their host agency to request the assistance of another SAFEPLAN Advocate;
- Adherence to host agency guidelines and protocols to ensure client confidentiality; and
- Host agencies may impose additional boundaries and professional conduct requirements in addition to those listed above.

#### **Additional Roles and Responsibilities to enhance delivery of services**

- Development and advancement of professional and collaborative working relationships including, but not limited to, clerks, judges, attorneys, prosecutors, court officers, and victim witness advocates;
- Attend community and criminal justice based domestic violence roundtables and high-risk team meetings to inform direct service provision;
- Attendance at regular supervision with the direct service supervisor regarding specific cases, day-to-day activities, performance evaluations, or case related guidance and overall quality of work issues;
- Attendance at MOVA quarterly regional meetings and continuing education sessions.;
- Knowledge of the SAFEPLAN Policies and Procedures Manual and job-related tasks within the boundaries set forth by the manual; Performance of other SAFEPLAN-related tasks, duties and assignments as requested by host agency and MOVA.

#### **Safety and Security in the Courthouse**

- Keep personal identifying information including, home phone numbers, home addresses of SAFEPLAN and MOVA staff, other employees, interns and volunteers confidential;
- Follow your host agency's policy regarding the use of last names in open court;
- Seek assistance from supervisors, court personnel, and law enforcement as needed in situations where an individual becomes verbally or physically menacing;
- Seek the assistance of a court officer if/when a defendant makes or attempts to make contact with a SAFEPLAN client;
- Arrange for SAFEPLAN client to wait in a secure area if they are left alone;
- Request escort services for a victim to/from the SAFEPLAN office to/from the courtroom or to/from the parking lot if the need arises;
- Contact law enforcement on behalf of a client, with the client's permission, when the client expresses concerns about returning home or to another location; and
- Comply with court security plan.

#### **Unallowable Activities**

**SAFEPLAN Advocates must not act as legal counsel for a SAFEPLAN client or to other SAFEPLAN staff.** Advocates will not, at any time, act as their client's attorney or negotiate with a defendant's attorney in a SAFEPLAN case. Advocates must work under the philosophy that while clients are informed of their legal rights and options by an Advocate, it is the client who will choose their own course of action. Referrals for legal services are appropriate where necessary.

**Advocates must avoid providing SAFEPLAN services to friends, acquaintances or relatives.** The SAFEPLAN Advocate must explain to the client that Advocates are prohibited from offering services to friends, acquaintances or relatives; call a back-up Advocate, host agency staff member, volunteer or intern (If back-up is not available, ask a victim witness

advocate to assist the client. If a victim witness advocate is not available, ask court personnel for assistance); and ensure that other staff provides follow up services, up to and including accompaniment to the 10-day hearing.

It is the responsibility of the courts to provide court-certified interpreters and translators for all court proceedings. **Multi-lingual SAFEPLAN Advocates are encouraged to provide advocacy services to SAFEPLAN clients in their primary language if they have the capacity to do so, but must not provide interpretation and/or translation services for the purposes of court proceedings.** Under no circumstances should a SAFEPLAN Advocate provide interpreting and/or translation services for defendants. Advocates who are multi-lingual may assist persons known to them provided that they serve only as a translator for the services another Advocate is providing.

**Advocates are prohibited from conducting mediation services,** even if requested to do so by judges or court personnel. If an Advocate is requested to provide mediation between client and defendant, the advocate must politely inform the judge that mediation is strictly prohibited by the SAFEPLAN Program Policies and Procedures Manual, suggest an alternative plan, such as waiting until the parties have legal representation, and/or ask for time to contact their Host Agency direct service supervisor.

**SAFEPLAN Advocates may not provide any escort services directly to SAFEPLAN clients outside of the confines of the courthouse.** SAFEPLAN Advocates must not escort clients to their homes, vehicles, or to other public places.

**Advocates must avoid writing affidavits on behalf of clients.** For clients who are unable to write, a best practice would be to notify the clerk's office and request the client be permitted to make a verbal statement for the record. For clients who have limited English proficiency, a best practice would be to request an interpreter via the clerk's office and encourage the client to write an affidavit in their native language to be translated by the certified court interpreter.

**SAFEPLAN Advocates are prohibited from taking photos of a victim's injuries.** Host agencies are encouraged to seek information on confidentiality of records when considering maintaining possession of photographs or other materials which may be used as evidence in a criminal proceeding.

**Advocates must not provide services related to a criminal matter.** At all times, Advocates must refer SAFEPLAN clients to the victim witness assistance program of the District Attorney's Office to address criminal matters. The Advocate should work in collaboration and coordination with the District Attorney's victim witness advocate to provide [M.G.L. c. 209A](#) and/or [M.G.L. c. 258E](#) advocacy.

**Advocates, even those with counseling degrees, may not provide counseling or therapy to SAFEPLAN clients.** Advocates must refer clients with counseling or therapy needs to specific counseling services at the host agency or other appropriate community agency.

**Advocates must not make comments to the media regarding a SAFEPLAN client, a particular SAFEPLAN case, or the SAFEPLAN Program in general without prior approval from MOVA and the host agency.**

**Advocates may not lobby any member of the legislature for funding for SAFEPLAN.** With approval of the host agency, SAFEPLAN Advocates may participate in educational opportunities with public officials and legislators.

**Advocates may not disclose any information about a client to anyone outside of the host agency without an informed, written, reasonably time-limited consent of the SAFEPLAN client.** SAFEPLAN clients must be clearly advised of the possible opportunities and consequences of any release of confidential information.

## **Training and Certification**

### **SAFEPLAN Certification Training**

Senior Advocates, Advocates, volunteers and interns must successfully complete the entire SAFEPLAN Certification Training. MOVA facilitates all portions of the training in collaboration with host agencies and allied partners. SAFEPLAN host programs will receive a 'SAFEPLAN Certification – Advocate Status Form' for each new SAFEPLAN Advocate, which will be completed by the host agency and submitted to MOVA upon completion of the training and shadowing. At that time, the SAFEPLAN advocate will receive their certification authorizing their provision of SAFEPLAN services under the

supervision of their host agency. SAFEPLAN Advocates, Volunteers, and Interns have one year from the date of hire to obtain their certification.

**Full-time and part-time SAFEPLAN Advocates, volunteers and interns<sup>3</sup> must meet the following criteria to receive SAFEPLAN certification:**

- Attendance and successful completion of host agency domestic violence training to meet [M.G.L. c.233 § 20K](#), 25 hour minimum requirements; Advocates who are employed by a dual agency must complete additional sexual assault counselor training in order to meet the statutory requirements of [M.G.L. c.233 § 20J](#); Advocates who are not employed by a dual agency are strongly encouraged to complete the sexual assault counselor training to meet the statutory requirements of [M.G.L. c.233 § 20J](#).
- Successful completion of any mandatory training offered by the SAFEPLAN host agency;
- Successful completion of SAFEPLAN Certification Training; and
- Successful completion of at least 20 hours of shadowing a certified SAFEPLAN Advocate in court.

**Senior SAFEPLAN Advocates** must meet the SAFEPLAN certification requirements and the following additional criteria to qualify:

- A minimum of two (2) years' experience as a SAFEPLAN Advocate - *preferred*.
- Each host agency must have **one** designated Senior SAFEPLAN Advocate, or with MOVA approval, a second Senior SAFEPLAN Advocate as needed for oversight and coordination of staffing levels or regional coverage.

**Full-time and part-time SAFEPLAN Advocates must meet the following criteria to maintain SAFEPLAN certification:**

- Employment at a SAFEPLAN host program;
- Regularly scheduled one-to-one direct service supervision provided by host program;
- In court SAFEPLAN advocacy practice of a minimum of 12 hours per year;
- Completion of Continuing Education Series provided by MOVA;
- Attendance at quarterly regional meetings hosted by MOVA;

If a newly hired SAFEPLAN Advocate has previously attended a SAFEPLAN Certification Training, they will be allowed to use the completion of the training towards their certification requirements if it has been completed after June 2010, **and** no more than two years prior to their hire as a SAFEPLAN Advocate. If a certified SAFEPLAN Advocate resigns and then returns to the position within two years, their certification will become active upon completion of 20 hours of shadowing. If the break in service is longer than two years, staff will not be able to reactivate the certification, and will have one year to complete the requirements and obtain certification. Existing SAFEPLAN Advocates are eligible to attend a SAFEPLAN Certification Training as an opportunity for review, with approval from MOVA, and as space permits.

Advocates must attend the twice-yearly Continuing Education Training. It is allowable for the host agency to modify the schedule of a part-time SAFEPLAN Advocate to ensure their attendance at a Continuing Education Training.

Advocates may attend trainings and educational seminars that directly relate to the advocate's duties, domestic or sexual violence, or the SAFEPLAN Program mission. All trainings must be approved by the host agency.

## **Fiscal Policies & Procedures**

### **Purpose of Fiscal Policies & Procedures**

SAFEPLAN Fiscal Policies & Procedures will serve as a primary reference manual to assist award recipients in fulfilling their fiduciary responsibility to safeguard grant funds and ensure funds are used for the purposes for which they were awarded. The guide should serve as a day-to-day management tool for all sub-recipients receiving grants from MOVA. SAFEPLAN host agencies are referred to as sub-recipients.

The Fiscal Policies & Procedures are subject to change as new laws are passed or updates are made to Federal and State guidelines. For the purpose of grant making, MOVA abides by [815 CMR 2.0](#), the Commonwealth of Massachusetts Policy for state grants, federal grant awards, federal grants and subsidies.

### **Responsibility of Sub-recipients**

In addition to complying with the policies and procedures laid out within this document sub-recipients of Federal funds must comply with:

- [OMB-Circular A-133](#), which sets standards for all organizations expending federal funds. For additional information on federal grants management, please visit the [Office of Justice Programs \(OJP\)](#) web site as well as [the Office of Management and Budget's \(OMB\)](#) web site to obtain copies of current circulars.
- OCFO Guidelines, Effective Edition

All sub-recipients must maintain adequate accounting and control procedures to ensure that funds are not used to reimburse expenses funded by or charged to other funding sources including other state sources. Any duplication of funding sources to support a service already funded will be considered supplantation and is not allowed. All allocation methods used to determine reimbursement or matching contribution expenditures must be in compliance with accounting procedures specified in:

- OMB Circular A-122 (for non-profit agencies); or,
- OMB Circular A-87 (for local government agencies)

Sub-recipients that use allocation methods to submit their reimbursement request and are unsure if their procedures meet federal standards must contact MOVA.

All sub-recipients must comply with Generally Accepted Accounting Procedures (GAAP) and applicable state and federal laws, rules and regulations.

### **Funding Obligation and Sources of SAFEPLAN Funding**

MOVA's obligation to pay under this grant program is contingent upon receipt of SAFEPLAN funds from the U.S. Department of Justice and other such agencies. The Board may terminate any agreement with a SAFEPLAN funded program if funds become unavailable at any time, as stated in the grant, or for non-compliance with any others terms stated in the grant or grant appendices.

MOVA administers funding from one federal and state source to award grants to non-profit agencies that provide SAFEPLAN court advocacy services in local district and probate and family courts across the Commonwealth of Massachusetts. SAFEPLAN is supported with funding from a State Appropriation and the Victims of Crime Act (VOCA) Grant.

SAFEPLAN sub-recipients must submit an application for funding to MOVA through the RGA process defined by MOVA, and according to standard contracting procedures, requirements of the Commonwealth of Massachusetts and the applicable federal guidelines.

Funding allocations will be based on projected available funding. Specific awards will be made as funding becomes available. MOVA anticipates distributing awards in two six-month phases which may be supported by multiple funding sources.

## **Accounting Records and Financial Management System**

Sub-recipients must have a financial management system in place that is able to record and report on the receipt, obligation, and expenditure of grant funds. In addition appropriate programmatic and financial records that fully disclose the amount and disposition of funds received must be maintained. This includes financial documentation for disbursements, time and attendance records specifying time devoted to allowable victim services, client files; records documenting the portion of the project funded by other sources, and other records which would facilitate an effective audit.

All accounting records must be made available upon request to MOVA staff, federal Office for Justice Program staff, or their agents.

## **Program income and free services**

Generating program income on SAFEPLAN funded personnel time is unallowable. All SAFEPLAN funded services must be provided free of charge, and at no cost to the client. SAFEPLAN does not allow any deviation from this provision.

## **Uniform Financial Report (UFR)**

If required by 808 CMR 1.00 sub-recipients must file properly prepared Uniform Financial Statements and Independent Auditor's Report (UFR) or a UFR cover page and Exceptions/Exemption documentation, or an alternate report as directed by the Operational Services Division (OSD) <http://www.mass.gov/UFR>.

## **Subgranting**

SAFEPLAN funds may not be subcontracted to other organizations to provide services. When awarded a contract, it is the expectation that the awarded sub-recipient will be responsible for the provision of services. The sub-recipient assures that no grant or agreement will be made for execution of project activities or provisions of services.

Though not encouraged, a sub-recipient may request that a small portion of the grant be allocated toward consultant time for specialized professional services, such as clinical supervision or interpreter services. Any use of consultant time must receive pre-approval from MOVA. Compensation for individual consultant services is to be reasonable and consistent with that paid for similar services in the marketplace. Compensation is limited to \$650 for an 8-hour day, or \$81.25 per hour (excluding travel and subsistence costs). Rates must be reasonable and consistent with marketplace rates in accordance with OMB cost principles. This documentation must be maintained on file.

## **Cost Categories**

### **Personnel - Salary**

The employees of sub-recipients must receive a salary and fringe benefits commensurate with their level of responsibility, experience and education, within the established compensation policy of the employing agency, which is to be consistently applied to both Federal and non-Federal activities, and remain in compliance with state and federal labor laws.

If a sub-recipient budgets for a specific salary or salary increase, it must pay the SAFEPLAN-funded employee that amount. Sub-recipients may pay SAFEPLAN funded employees more than the budget amount, but they may not pay a SAFEPLAN funded employee less than the budgeted amount, unless it is a newly hired staff replacing a vacant position. Sub-recipients may use SAFEPLAN funds to pay employee salary increases only after approval from MOVA and provided they have funds to shift. The requested salary must reflect the actual hours of service supported with those SAFEPLAN funds. It is important to maintain the number of hours as reflected on the approved budget.

### **Personnel - Fringe**

Fringe benefits in the form of employer contributions or expenses for payroll taxes (Social Security and Medicare), health/medical care, vision, dental, workmen's compensation, short/long term disability, pension plan costs, advertising costs to recruit new staff, employee training costs, and the like, are allowable, provided such benefits are granted in accordance with the established grant budget. (OMB Circular A-122)

All charges made to MOVA for personnel by sub-recipients, including, but not limited to gross salaries, payroll taxes (both employer and employee), and other fringe benefits, whether treated as direct or indirect costs, shall be based on payroll documents in accordance with the generally accepted practice of the sub-recipient and be approved by a responsible official(s) of the sub-recipient. Payroll records shall include the time and attendance reports for all individuals reimbursed by MOVA, whether they are employed full time or part time.

Where salaries and fringe benefits for employees apply to two or more grant programs, cost activities, project periods, and/or overlapping periods, proration of costs to each activity must be made based on time and/or effort reports and billed accordingly.

#### *Payroll Records*

- 1) Each person funded through SAFEPLAN or SAFEPLAN matching contributions including volunteers/interns must accurately account for their time spent working on the SAFEPLAN program. Payroll records should reflect either after the fact **distribution** of actual activities, or **certifications** of employee's actual work performed. Any payroll records must clearly state "SAFEPLAN" or be easily identified by cost center or code that references SAFEPLAN.
  - a) **For distribution of actual activities** for any non-full time or salaried employees, payroll records should reflect time distribution. These records should be reviewed and signed by the supervisor and employee no less than every six months, comply with, and meet the standard outlined in (b) of this section regarding identification of funding source.
  - b) **For certifications of actual work performed** paper or electronic timesheets, time and effort reports, or activity reports must be certified by the employee and approved by a supervisor with firsthand knowledge of the work performed. The time certifications must match the payroll records.
- 2) An electronic system is an acceptable method of tracking the time of VOCA or VOCA matched employee in lieu of paper timesheets. A supervisor must approve entered time. However, a wet ink signature is not required. The system must be able to delineate SAFEPLAN time.
- 3) MOVA recommends that all sub recipients follow Generally Accepted Accounting Principles (GAAP), and as required by funding level, comply with federal and state audit standards.

#### **Leave**

Expenditures in the form of regular compensation paid to SAFEPLAN employees during periods of authorized absences from the job are allowable. Costs must be in compliance with state and federal regulations, agency policy, and prorated relative to the amount of time or effort devoted to the grant. Examples of leave include but are not limited to vacation, sick (including regular and extended sick leave), and maternity leave. Reimbursement must be within the maximum obligation of the grant.

#### **Office and Program Supplies**

Items contained in Appendix C may support agencies in providing direct services. When creating budgets, sub-recipients must abide by the language outlined in Appendix C and adhere to the 75%/25% split for direct and administrative costs.

Sub recipients must meet the following criteria to be designated as eligible to participate in the Massachusetts State Purchase Program:

- Certified non-profit status - 501(c)(3) status or equivalent;
- Currently providing human and social services under contract with one or more state departments;
- Contractor's annual audit (UFR) filing with OSD must be current and non-deficient.

For more information about this program, visit the Commonwealth's [Operations Service Division's](#) website.

#### **Equipment**

Equipment purchased with SAFEPLAN funds must be used only for the purposes of the SAFEPLAN project. Agencies are expected to maintain internal controls on equipment based on acceptable accounting principles identified in the US DOJ,

OJP Financial Guide, effective edition “Equipment Acquired with Juvenile Justice Act (OJJDP) Formula and Victims of Crime Act (OVC) Assistance (Formula) Funds.”

#### *Equipment/Inventory tracking*

Sub recipient procedures for maintaining equipment (including replacement), whether acquired in whole or in part with project funds, will, at a minimum, meet the following:

*Property records must be maintained which include:*

- Description of the property;
- Serial number or other identification number;
- Source of the property;
- Identification of title holder;
- Acquisition date;
- Cost of the property;
- Percentage of Federal participation in the cost of the property;
- Location of the property;
- Use and condition of the property; and
- Disposition date, including the date of disposal and sale price.

A physical inventory of the property must be taken, and the results reconciled with the property records at least once every grant period. A control system must exist to ensure adequate safeguards to prevent loss; damage; or theft of the property. condition. Any loss, damage, or theft of equipment shall be promptly and properly investigated by the recipient and sub recipient and reported to MOVA.

#### *Depreciation on SAFEPLAN purchased item(s)*

The Useful Life of an asset is based on Generally Accepted Accounting Principles (GAAP) and should take into consideration such factors as the type of construction, historical usage patterns, technological developments and the replacement policies of the sub recipient. Useful life periods used for grant equipment must be consistent with the useful life periods used for any other non-grant equipment.

### **Travel**

#### *General travel policy*

Costs incurred for travel that are necessary to provide ongoing direct services to victims, and must be used in a cost effective manner. Such travel may include expenses incurred for mileage, tolls, and parking. Everyday commuting expenses for an employee to get to and from work are not allowable, however daily parking at a SAFEPLAN court location may be considered and approved. When requesting costs in the travel category, create separate lines for mileage, parking, and tolls.

#### *Direct service employee travel*

Sub recipients may be reimbursed for mileage, tolls, and parking expenses related to travel that a grant-funded employee makes to serve victims and costs incurred by VOCA funded employees who are traveling on official business to attend meetings or trainings related to the VOCA funded program.

#### *Victim Travel Expenses*

Reasonable costs for transporting victims to receive services are also reimbursable to programs.

#### *Mileage rate policy*

Mileage reimbursement will be made at the sub recipient rate, not to exceed the current effective federal reimbursement rate. A travel policy indicating this rate must be provided to MOVA. If a current policy exists, it must be adhered to for this grant. If no policy exists, the sub recipient must follow the established federal travel policy regarding mileage reimbursement. Amendments must be made if the federal travel rate changes throughout the course of the grant period.

#### *Travel for training*

SAFEPLAN funds may support costs such as travel, meals, lodging, and registration fees to attend trainings within the state; including the SAFEPLAN Certification Training, SAFEPLAN Continuing Education Training, and other MOVA coordinated meetings – such as the twice yearly Senior SAFEPLAN Advocate Meeting and Quarterly Regional Meetings.

## Other

Allowable expenditures can be identified in Appendix C. Three common “other” costs include food, gift cards, and child care. The following is provided as additional guidance for these costs.

Food and/or beverages are allowable provided they are for the purpose of enhancing direct services to victims. The cost of the food and/or beverages must be reasonable. **VOCA funding cannot be used to purchase food and/or beverages for any meeting, conference, training, or other event.**

Gift cards may be provided to victims in situations where emergency food, and clothing are needed to restore the victim’s sense of security in the aftermath of a crime. Any use of gift cards must be accompanied with an agency robust tracking/accounting/distribution method. Gift cards equate to “cash” which must be handled accordingly as well as being distributed within the respective grant award year (funds may not be retained from year to year).

Child care to enable a victim to receive services is an allowable cost. Sub-recipients may not directly reimburse victims, however a child care provider which would accept third-party payment would be allowable. The child care provider may directly bill the sub-recipient, who may confirm the victim was receiving services at that time, and issue payment, then include in the appropriate expenditure report for reimbursement.

## Indirect cost rates

Indirect Costs are costs that are not readily assignable to a project but are necessary to the operation of the organization and the performance of the project. Sub recipients may request indirect costs for the administration of the sub recipient program per the applicable RGA. Costs should appear in the approved budget.

Sub recipients that have a federal approved or state approved indirect cost rate may utilize their current agreed upon rate to request indirect rate reimbursement. Sub recipients must provide the appropriate documentation indicating the rate is approved and current.

If no rate exists, the sub recipient may request a 10% de minimus rate as defined in the Code of Federal Regulations (annual edition) Title 2 CFR 200.414 (5)(f). See Appendix C for more allowable/unallowable items in this cost category.

## Budget Amendments

*Programs may conduct up to two annual amendments without prior approval if the following applies:*

- Each amendment is at or below 10% or \$25,000 whichever is less, of the annual budget
- The budget amendment does not change the scope of the project including the level of FTE’s supported
- The budget amendment does not create a cost category which was not included in the original or current budget

*Programs must have prior approval if the following applies:*

- The amendment is the third or succeeding change to the budget
- Any proposed cumulative change that exceeds 10% (or \$25,000) of the annual budget contract amount
- The annual award is less than \$20,000
- Any proposed changes affecting the level of direct service hours and/or the scope of the project. Examples include:
  - Altering the purpose of the project, authorizing use of a subcontractor or other organization that was not identified in the original approved budget, or contracting for/transferring of award-supported efforts
  - Increasing or decreasing direct service and or personnel hours
- Any changes that removes or adds a cost category which was not included in the original budget. For example, if the cost category “travel” did not exist in the original budget, the adjustment to transfer funds from “equipment” to “travel” requires prior approval
- Any changes to the indirect cost line



- Any shift in funding across fiscal years or subject to Phased funding
- Any program under a corrective action plan, unresolved monitoring findings, or recommendations

#### *Submission of updated budgets:*

Regardless of applicable approval requirement, all current budgets must be submitted to MOVA within 10 business days of any change.

### **Submitting a Budget Amendment**

When pre-approval is required a sub recipient must initiate the process of requesting a budget amendment.

1. For budget revisions that do not require pre-approval, the updated budget is to be submitted within 10 days.
  - a) The MOVA Grant Manager will confirm receipt and if no questions arise regarding allowable expenses, this will become the effective budget. Expenditure payments may be held if information submitted is not current.
2. For budget revisions requiring pre-approval, the following must be submitted:
  - a) An updated budget which reflects the changes being requested.
  - b) An updated Court Coverage agreement.
  - c) A brief narrative on agency letterhead which details the changes being requested. The narrative is to include:
    - Date
    - Program name
    - Original contract/ISA amount
    - Detailed line item amendment descriptions (for example: \$5,000 was removed from personnel due to delay in hiring; \$2,000 was moved to equipment for new laptops for staff; \$3,000 was moved to travel for victims)
    - Justification for amendment/scope revision (if applicable)
    - Additional information (as necessary)
  - d) The amendment must be approved by MOVA (Grant Manager's Supervisor or designee). Dependent on the supervisor's review, the request will either be approved or denied, and the Grant Manager will notify the sub recipient of the decision.

### **Reporting Procedure for Expenditure Reports**

#### **Reimbursement and Reporting Policy**

Budgets must include only those expenses to be paid by SAFEPLAN funding. SAFEPLAN funds may only be used for approved allowable services as specified in the program narrative and allowable related direct services delivered during the grant period. Since these funds may only be used for a narrow range of allowable expenses, the approved budget rarely covers the entire cost of providing SAFEPLAN services.

Budgets are submitted to MOVA during the application process and reviewed by MOVA. Budgets should not be considered finalized, and SAFEPLAN sub-recipients should not commit funds until a grant with MOVA is executed.

This is a cost reimbursement grant, so 1/12<sup>th</sup> or 1/4<sup>th</sup> billing is unallowable. Costs must be incurred within the specified grant period and must correlate with the current fiscal year approved budget. *Incurred* is defined as "those recorded costs that, as of the time of the request for reimbursement, the contractor has paid by cash, check, or other form of actual payment." This is known as the "paid to cost" rule and prohibits invoicing accrued costs"

#### **Reimbursement and Reporting Process**

Sub-recipients are to submit expenditure reports monthly. Regular expenditure reports are due on the 30th day of each month or on the next business day if the 30th falls on a holiday or weekend<sup>4</sup>.

## **Commonwealth Payment Policy**

Consistent with the [Commonwealth's policy](#), payments will be issued no later than 45 days after the submission date for all error free expenditure reports received by MOVA. For example, for an expenditure report submission date of October 30th, the payment date would be December 15th. Sub-recipients may check on their reimbursements for the current and past fiscal year by accessing Mass Finance's [VendorWeb website](#).

## **Final reimbursements, fiscal year/contract end**

Final reimbursements for the state fiscal year or for the close of a contract are to be inclusive of the final month of the respective contract/ISA for services up to and including those provided on the final day of the contract/ISA. Supplemental billing is not allowable. Unless otherwise indicated final expense reports for the close of the state fiscal year (July – June) will be due no more than 40 days following the last day of the fiscal year.

## **Submission of backup documentation**

Until further notice, each reimbursement request must include detailed backup documentation for all grant and match expenditures identified within the respective request. MOVA reserves the right to set or adjust what backup documentation is required.

## **Fraud, Waste and Abuse**

The U.S. Department of Justice (DOJ) awards Federal grant funds to recipients and sub-recipients for specific purposes and requires them to use the funds within established guidelines. Sub-recipients are encouraged to be aware of common grant fraud schemes and to adopt effective fraud risk-management efforts within your organization, and encourage other recipients of federal awards to do the same in order to prevent and detect fraud as early as possible. A Federal award agreement is a legally binding contract. Fraud, Waste, and Abuse prevention will be addressed for sub-recipients at SAFEPLAN Policies and Procedures Trainings. Additional information is available from the DOJ OIG website at [www.usdoj.gov/oig](http://www.usdoj.gov/oig).

### *Reporting Fraud, Waste, Error, and Abuse*

Each sub-recipient awarded funds made available by MOVA is to promptly report any credible evidence that a principal, employee, agent, contractor, sub-recipient, or other person has submitted a false claim under the False Claims Act or has committed a criminal or civil violation of laws pertaining to fraud, conflict of interest, bribery, gratuity, or similar misconduct involving grant funds. You may report potential fraud, waste, abuse, or misconduct to MOVA by contacting:

#### *Director of Grants Management*

1 Ashburton Place, Room 1101, Boston, MA 02108  
617-586-1340

Or, you may report to the U.S. Department of Justice, Office of the Inspector General (OIG):

#### *By Mail:*

Office of the Inspector General  
U.S. Department of Justice Investigations Division  
950 Pennsylvania Avenue, NW. Room 4706  
Washington, DC 20530

#### *By e-mail or telephone:*

Office of the Chief Financial Officer (OCFO) Customer Service Branch (CSB) at [ask.ocfo@usdoj.gov](mailto:ask.ocfo@usdoj.gov)

Office of the Inspector General (OIG) Fraud Hotline at [oig.hotline@usdoj.gov](mailto:oig.hotline@usdoj.gov) or 1-800-869-4499

## **C-Thru Project**

In an effort to make state spending information accessible to the public, the Commonwealth's Executive Office of Administration & Finance, the Office of the Treasurer and the Office of the Comptroller have worked jointly on the C-Thru Project (previously known as Open Checkbook). Beginning November 2011, basic financial information subject to the public records law will be provided to the general public without a formal request. All payments made to MOVA sub-recipients will be available to the public. For further information about this project, visit the Office of the Comptroller's website [www.mass.gov/osc](http://www.mass.gov/osc).

## **APPENDIX A: General Information**

### **Massachusetts Office for Victim Assistance**

One Ashburton Place, Room 1101

Boston, MA 02108

(617) 586-1340 (TEL)

(617) 586-1367 (FAX)

[mov@state.ma.us](mailto:mov@state.ma.us)

[www.mass.gov/mov](http://www.mass.gov/mov)

**Related forms and information:** <https://www.mass.gov/service-details/for-currently-funded-agencies>

### **Official SAFEPLAN communication:**

MOVA maintains an email list as the official channel for SAFEPLAN communications. This list is only for SAFEPLAN-funded programs. At a minimum, the programmatic contact, the senior SAFEPLAN advocates, SAFEPLAN advocates, and the fiscal contact from every host agency is required to join the email list.

Contact MOVA SAFEPLAN staff with your name, job title, and email address to sign up for the email list.

### **MOVA communication:**

To subscribe to the MOVA email list, please email [mov@mass.gov](mailto:mov@mass.gov) with the subject line "Subscribe to email list."

MOVA releases a monthly Victim Services Bulletin that includes all relevant victim services trainings, events, and meetings statewide, as well as news from the field, research, and legislative updates. If you would like to include an announcement in the monthly bulletin, you must submit the announcement to [mov@state.ma.us](mailto:mov@state.ma.us) by the **1<sup>st</sup> or the 15<sup>th</sup> of preceding month**.

## **Appendix B: Resources**

### **FEDERAL**

Office of Justice Programs Federal Financial Guide

Office of Budget Management/Circulars

### **STATE**

Commonwealth's State Procurement Law [815 CMR 2.0](#)

Uniform Financial Reporting

Commonwealth's Bill Payment Policy

Commonwealth's Equipment Surplus

[M.G.L. c. 209A](#) – Abuse Prevention Orders

[M.G.L c. 258E](#) – Harassment Prevention Orders

[M.G.L. c.233 § 20K](#) – Domestic Violence Victim's Counselors; confidential communications

[M.G.L. c.233 § 20J](#) - Sexual Assault; confidential communications with sexual assault counselor

### **NON-PROFIT**

Non-Profit Accounting Basics

<b>Appendix C: Allowable and Unallowable Costs (including, but not limited to)</b>	
<b>Allowable Costs</b>	
<b><i>Personnel - Salary &amp; Fringe</i></b>	
Direct Service (SAFEPLAN Advocates)	
Supervision	
Administrative related tasks (completing reports and statistics)	
<b><i>Office and Program Supplies</i></b>	
Postage, Printing and Reproduction	
Equipment (computer, phone, shredder, locking file cabinet)	
Internet Service	
Copier Lease/Maintenance (pro-rated)	
Beepers/Pagers, Cell Phone Service, Court Telephone, Office Telephone (pro-rated)	
<b><i>Travel Costs</i></b>	
Direct Service Travel (to court, etc.)	
Administrative Service Travel (training, supervision, meetings, etc.)	
Travel for Victims	
<b><i>Other</i></b>	
Rent (pro-rated), Utilities (pro-rated)	
Malpractice Insurance (pro-rated); Professional Liability Insurance (pro-rated)	
Child Care	
Victim Emergency Basic Need Items; Pre-paid gift cards for food/grocery	
Recruitment	
Audit Costs (pro-rated)	
Indirect Costs (Federally Approved or 10% de minimus)	
Outreach Materials; Program Advertising	
Training Costs; SAFEPLAN Certification Training Costs	
Victim relocation expenses	
<b>Unallowable Costs</b>	
Administrative related correspondence	
Board/Advisory Council business; Board/Advisory Council member salaries	
Building liability insurance; Building repairs	
Contributions/donations to other than individual participants in the program	
Debts, interest, fines, taxes or penalties	
Deferred compensation match	
Employee relocation	
Entertainment	
Exclusive crime prevention activities	
Food for any purpose other than to meet immediate client needs	
Fundraising	
Land Acquisition	
Lobbying/Administrative Advocacy	
Losses on disposition of property/capital assets	
Mortgage payments	
Lost Wages/Medical Costs	
Personal Property	
Severance for direct service staff	
Stipends/honorariums	
Vehicle Insurance; Vehicle maintenance/repairs	
Victim reimbursement for out of pocket expenses	

## **APPENDIX D: Sample Job Description for SAFEPLAN Advocates**

### **SAFEPLAN Advocate Roles and Responsibilities**

Assist victims of domestic violence, sexual assault, and stalking who come to court seeking protective orders through:

- Crisis assessment and intervention services;
- Information on legal options and the process to obtain a protective order;
- Assistance in completing protective order application forms;
- Creation of a comprehensive, individual safety plan with each SAFEPLAN client, whether or not the client chooses to apply for the protective order;
- Referrals to the SAFEPLAN host agency, and other referrals deemed appropriate for each individual client, or by client request;
- Coordination with appropriate follow-up services and resources including, but not limited to counseling, group support, legal services or District Attorney Victim Witness Advocates;
- Discussion of the dynamics of abuse with victims of domestic violence, sexual assault, and stalking;
- Accompaniment and advocacy during civil court proceedings;
- Availability to assist victims, in accordance with the court coverage agreement

Additional roles and responsibilities to enhance service delivery to victims:

- Development and advancement of professional and collaborative working relationships including, but not limited to, clerks, judges, attorneys, prosecutors, court officers, and victim witness advocates;
  - Adherence to host agency guidelines and protocols to ensure client confidentiality;
  - Attendance at regular supervision with the direct service supervisor regarding specific cases, day-to-day activities, performance evaluations, or case related guidance and overall quality of work issues;
  - Attendance at MOVA quarterly regional meetings and continuing education sessions to discuss systemic advocacy issues and to receive ongoing training;
  - Knowledge of the SAFEPLAN Policies and Procedures Manual and job-related tasks within the boundaries set forth by the manual;
  - Performance of other SAFEPLAN-related tasks, duties and assignments as requested by host agency and MOVA
-