

**RULES
OF
DEPARTMENT OF FINANCE AND ADMINISTRATION**

**CHAPTER 0620-3-6
FAMILY VIOLENCE SHELTER STANDARDS**

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0620-3-6-.01 BACKGROUND AND PURPOSE.

- (1) In July 1998, the Tennessee Department of Finance and Administration was designated the single state agency to administer the family violence programs funded with State monies under Public Chapter 930, Acts of 1984 (T.C.A. 71-6-201, et seq.) and for administering the Federal funds under the Family Violence Prevention and Services Act. The Department of Human Services previously administered these funds and had convened a subcommittee of the Family Violence and Child Abuse Prevention Advisory Committee to develop performance standards for family violence shelters and shelter services which obtained funding from this legislation.
- (2) These performance standards developed for family violence shelters and shelter services are stated as minimum requirements to be addressed in order to receive funding from State and Federal family violence sources. Services provided through other funding sources or to individuals deemed ineligible under State or Federal guidelines are not subject to these performance standards.
- (3) These performance standards:
 - (a) provide a framework within which family violence shelters can develop a secure environment for residents and within which quality shelter services can be organized, delivered and evaluated;
 - (b) define and describe the components of the service; and
 - (c) delineate requirements which must be met during the service delivery process.
- (4) Compliance with these standards is a condition of the contract between the Department and each agency which provides a family violence shelter and/or shelter services. Each agency must meet all the requirements established by the standards in order to be in full contractual compliance.

Authority: T.C.A. §§4-5-202, 71-6-203(7), and Public Acts of 1998, Chapter 1135, Section 41, Item 44.
Administrative History: Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.02 INDIVIDUAL ELIGIBILITY REQUIREMENTS FOR FAMILY VIOLENCE SHELTER AND/OR SHELTER SERVICES.

- (1) To receive shelter and/or services, an individual (victim) must customarily reside in a household with the perpetrator; and be
- (2) An individual who has had his/her welfare put at risk by the perpetrator, or upon whom the perpetrator has caused or attempted to cause bodily injury or has established fear of imminent physical harm by threat or action.

(Rule 0620-3-6-.02, continued)

- (3) Individuals are eligible for services if they meet the above requirements, and are adults eighteen years of age or older or emancipated minors, regardless of sex, mental functioning, or handicap; or are
- (4) Children or dependent of the eligible individual.
- (5) Some eligible individuals may be subject to Referral Services, as provided in rule 0620-3-6-.05(2)(b).

Authority: T.C.A. §§4-5-202 and 71-6-203. **Administrative History:** Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.03 PROGRAM REQUIREMENTS FOR FUNDING.

Family violence programs funded with State monies under Title 71 Chapter 6 of Tennessee Code Annotated shall include, at minimum, a family violence shelter as defined below and a series of shelter services considered vital to the needs of the victim, children and dependents. Shelter services shall be available to eligible individuals whether or not residency in a shelter is required. Shelter services may be provided within a shelter facility and/or outside a shelter facility. Minimum standards for Family Violence Shelters and Shelter Services as stated in rule 0620-3-6-.04 and 0620-3-6-.05, must be met in order to receive State funding. Eight core services must be provided for victims of family violence in a family violence program: Shelter, Telephone Crisis Hotline, Referral, Counseling for Family Violence Victims, Advocacy for Family Violence Victims, Transportation Arrangements, Follow-up, and Community Education.

Authority: T.C.A. §§4-5-202 and 71-6-203. **Administrative History:** Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.04 MINIMUM STANDARDS FOR FAMILY VIOLENCE SHELTERS.

- (1) Definitions - For purposes of this chapter, a Family Violence Shelter is a place where only family violence victims, their children, and dependents can seek temporary refuge 24 hours a day, seven days a week, 365 days a year. This definition includes a program which operates a shelter under which safe homes or commercial lodgings are used as a refuge for family violence victims, their children and dependents. Commercial lodging is the least acceptable residential service to be provided. Standards which apply to safe homes and commercial lodging are outlined in paragraphs 3 and 4. Shelter facilities must have confidential locations and be located in separate facilities that exclusively serve family violence victims and their dependents. Eligible programs must have some form of shelter at the time of application with definite plans of opening a facility with a confidential location.
- (2) Physical Plant-Shelter
 - (a) The Department shall review shelter programs to determine compliance with certain requirements pertaining to fire, health and safety. Compliance with the requirements of Chapter 21 of the Life Safety Code (Fire Standards) to become effective July 1, 1992, incorporated herein by reference, however, shall not relieve the agency from the legal responsibility of complying with all other applicable health and safety codes and standards. The following requirements will be monitored by the Department.
 1. No lead paint or peeling paint in the shelter or on shelter walls, furniture, cabinets, doors, windows, stairs, and porches; and
 2. All hazardous material must be safely secured and stored away from the reach of children.
 3. All electrical outlets not in use must contain child proof plugs.

(Rule 0620-3-6-.04, continued)

- (b) A shelter program must have arrangements for the provision of food. In a shelter, this includes access to cooking facilities, refrigeration and utensils or equipment.
 - (c) A shelter program must have bathing, lavatory and toilet facilities available on the premises. The shelter program will provide access to laundry facilities.
 - (d) A shelter program must have sleeping beds available for each person in residence. Cribs or playpens must be available for infants and toddlers.
 - (e) A shelter program must provide a centrally located secure storage for medication belonging to residents.
 - (f) A shelter program must provide residents access to telephone communications.
 - (g) A shelter program must provide that all external entrances or exits, including doors, windows, skylights, cellars, etc., are securable.
 - (h) A shelter program must provide access to supplies for personal hygiene of the residents.
 - (i) A shelter program must provide a reasonably safe and comfortable environment in which to reside, which includes heat, ventilation, and cleanliness. A shelter must have adequate heating and equipment to be comfortable whenever necessary. A shelter must have carbon monoxide detectors installed and centrally located, if gas appliances are used.
 - (j) A shelter program must prohibit possession and use of weapons, alcohol or illegal drugs on its premises.
 - (k) A shelter program must have a secure play space for children and appropriate play equipment.
- (3) Program-Shelter, Safe Home, Commercial Lodging
- (a) A shelter program must provide all residents of their facility an orientation to the premises. This orientation will also include an explanation of facility rules, rights and responsibilities of the residents and the operating procedure of the facility.
 - (b) A shelter program must have a written policy which establishes 24 hour immediate access to staff or trained volunteers. This access may include an individual on the premises or on-call. This access must be available to residents in shelters, safe homes, or commercial lodging. This policy must be made available to all residents.
 - (c) A shelter program must have a written plan for fire and/or tornado evacuation. Evacuation plans must be posted; and reviewed during orientation. Fire and tornado drills must be held periodically.
 - (d) A shelter program must have a written policy concerning the security of resident's belongings.
 - (e) A shelter program must have a written policy which provides for security and confidentiality of residents' location. This policy must include procedures regarding intruders or trespassers, contact with law enforcement, and access to staff or the designated person 24 hours a day.
 - (f) A shelter program must provide access to a telephone and have a written policy for utilization of the telephone by residents.

(Rule 0620-3-6-.04, continued)

- (g) A shelter must have a written policy and procedure for emergency medical needs and routine medical needs of shelter residents.
- (h) A shelter program must have services for child residents which include:
 - 1. Staff or volunteers trained to meet needs of children.
 - 2. Provisions of counseling and/or advocacy for children.
 - 3. Provisions for adequate and secure indoor play space and recreational activities. Outdoor space, where available, should be adequate and secure.
 - 4. Age appropriate intervention activities based on needs of individual child.
 - 5. Written policy concerning educational plan for children in the shelter.
 - 6. Written policy concerning non-violent discipline to be practiced by staff and residents alike.
 - 7. Written policy regarding child care.
 - 8. Written policy and procedure regarding and requiring reporting of child abuse to the Department of Children's Services.
 - 9. Written policy regarding the rights and responsibilities of children and an orientation of these children, where age appropriate, to these rights and responsibilities.
 - 10. Provision of infant care seats when transporting young children.
- (4) Safe Homes/Commercial Lodging - Standards described in section 3 apply to shelter, safe homes, and commercial lodging as residential services. Additional standards specifically for safe homes and commercial lodging include:
 - (a) The shelter program must have a written process for the selection and continued evaluation of safe homes.
 - (b) The shelter program must provide adequate and appropriate training for safe home providers.
 - (c) Safe home providers must have a written statement of rights and responsibilities provided by the shelter program.
 - (d) Safe homes must provide sleeping privacy for guests and access to bathing and laundry facilities, food and telephone access.
 - (e) The shelter program will assure that residents of a safe home system or commercial lodging have equal access to all the core services including daily contact by staff or trained volunteer.
 - (f) Although commercial lodging is available for use by shelter programs, it is the least preferable type of residential service. Programs are encouraged to develop a safe home network system or ideally a shelter facility for permanent residential services to assure quality service delivery.

Authority: T.C.A. §§4-5-202, 71-6-201, 71-6-203(7), 71-6-204, and Public Acts of 1998, Chapter 1135, Section 41, Item 44. **Administrative History:** Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.05 MINIMUM REQUIREMENTS FOR SHELTER SERVICES.

- (1) Definitions - For purposes of this chapter, Shelter Services are activities which are provided to eligible victims of family violence, their children and dependents as part of an organized program which may or may not include residential services through a family violence shelter. The program of shelter services should be organized to include all of the described core services which are basic to the needs of the victim, their children and dependents.
- (2) Core Services
 - (a) Twenty-four Hour Access to Telephone Crisis Hotline. This service may be a contracted service, may be operated directly by staff or trained volunteers, or may be on call forwarding system if available. Answering machines may not be used, except in localities where call forwarding is not available. Then, the answering machine may be used only for restricted periods of time, up to a maximum of one hour per usage. The immediate return of calls received on an answering machine or through the contracted service is required.
 - (b) Referral. Appropriate linkage and access to community resources to meet the needs of the victims or their children or dependents is required. These linkages may include community services such as medical, legal, judicial, mental health, educational, housing, employment, financial and in-kind assistance, social, alcohol and drug rehabilitation and protective services for adults and children. Individuals who are eligible for shelter or shelter services, but who cannot be served in a program, shall receive referral services to a more appropriate program.
 - (c) Counseling for Family Violence Victims. This service may be provided on the telephone, or on an individual or group basis by the staff of the program or trained volunteers. This service must be provided to the victim. Children, dependents and significant family or support individuals may receive counseling on behalf of the victim. This service contrasts to therapy provided through a mental health service which is not a core service for intervention with victims of family violence. Individuals who require therapy in addition to counseling as part of their plan of service must be referred to mental health services within the community.
 1. The following types of counseling must be available:
 - (i) crisis intervention.
 - (ii) support counseling.
 - (iii) information sharing on domestic violence dynamics and other related issues.
 - (iv) individual planning to include assessment, goal and resource development, and evaluation.
 - (v) safety planning.
 - (d) Advocacy for Family Violence Victims. Advocacy for family violence victims shall occur at two levels in order to assure impact on the needs of the victims, children and dependents: individual advocacy and systems advocacy.
 1. Individual advocacy should include the following types of activities:
 - (i) preparation in using other community resources.
 - (ii) identification of significant individuals to contact.

(Rule 0620-3-6-.05, continued)

- (iii) establishing linkage with community resources.
 - (iv) facilitating provision of services.
 - (v) providing accompaniment and support to the victim.
- 2. Systems advocacy includes intervention with such organizations as medical, legal, judicial, educational, financial, social, mental health, transportation, law enforcement, religious, housing and employment.
- 3. Advocacy activities within these organizations may include:
 - (i) establishing and maintaining linkage with community agencies and individuals.
 - (ii) training community agencies.
 - (iii) participating in appropriate professional organization and community services network.
- (e) Transportation Arrangements. This service may be provided by the most appropriate means for the area. Transportation arrangements may be provided by staff or volunteers in personal vehicles, commercial vehicles such as bus or cab, by local law enforcement officials, or by human service agency representatives. The client is encouraged to provide or arrange for transportation service when possible.
- (f) Follow-Up. Follow-up service is specifically designed for individuals who have been residents of a shelter, safe home or commercial lodging. Follow-up services may include any of the core services to assist in stabilizing the victim's circumstances. Continued involvement of the program, type of follow-up service, and length of time available shall be determined by the client whenever possible or appropriate. Programs, whose follow-up service formalized for research or data purposes, must respect the victim's safety and confidentiality. Recontact for any purpose may be conducted only with the victim's written prior approval.
- (g) Community Education. This service must be provided by staff or trained volunteers through public awareness campaigns, public speaking, training activities, and media messages with the following objectives in mind.
 - 1. informing the community of the services available.
 - 2. educating the community or specific groups on the issues of family violence.

Authority: T.C.A. §§4-5-202 and 71-6-203. **Administrative History:** Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.06 COUNSELING FOR PERPETRATORS.

- (1) The primary focus of program services is to meet the needs of victims of family violence, their children or dependents. However, the law allows for the provision of services to the perpetrator. Programs may elect to provide services which target the perpetrator's needs only after all core services for the victims and their children and dependents are fully developed.
- (2) A shelter program may operate their own perpetrator's program or may contract with an independent program in the community. Program staff time may be used for the training of providers, referrals, court liaison work, and follow-up.

(Rule 0620-3-6-.06, continued)

- (3) Shelter programs which provide direct services to perpetrators or have staff linkage to perpetrator programs must:
 - (a) Operate with a philosophical base which recognizes battering as a crime, and as a responsibility of the perpetrator; which acknowledges battering as a complex issue which involves power struggles wherein one individual or group uses violence to exert control or maintain control over another; which recognizes that battering has been condoned and perpetrated by systems of discrimination in our society.
 - (b) Maintain a separate advisory committee for the perpetrator program and the victim program.
 - (c) Allow court mandated or voluntary program designs. A court mandated design shall maintain clearly enforceable consequences for non-compliance by the perpetrator.
 - (d) Operate the perpetrator program in a separate location from that which serves the victim, their children and/or dependents.
 - (e) Maintain direct contact with the victim's shelter program to ensure the continue safety of the victim, child and dependents.
 - (f) Assure the right of confidentiality of and between the perpetrator and victim.
 - (g) Assure that the provision of services to either the victim or the perpetrator is not conditional or contingent upon participation of either in the other's service plan.

Authority: T.C.A. §§4-5-202 and 71-6-203. **Administrative History:** Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.07 PROGRAM ADMINISTRATION.

- (1) The program must have a written non-discrimination policy with regard to sex, race, religion, sexual preference, national origin, disability, age or marital status in administering the program and in determining eligibility for the provision of service.
- (2) Each program must have written rules, regulations and statement of rights which are given to shelter residents and made available to non-residents as appropriate as part of the intake process. These should include:
 - (a) an explanation of services available;
 - (b) house rules, as appropriate;
 - (c) confidentiality;
 - (d) reasons and process for termination from program;
 - (e) program length of stay, availability of extension, and the process for re-entry to program;
 - (f) policy and procedures for child abuse reporting; and adult abuse reporting;
 - (g) grievance procedures.
- (3) Termination of Shelter/Services to Individuals. Program policy regarding termination must require:

(Rule 0620-3-6-.07, continued)

- (a) notification to the individual in writing and verbally of decision, reasons for termination and right and process of appeal;
 - (b) notification, in writing, of services available from program to facilitate termination process;
 - (c) the knowledge and approval of the program director or designee for all terminations.
- (4) Grievance Procedures. Program policy regarding grievances shall require:
 - (a) procedures which clearly describe the lines of decision-making for appeals;
 - (b) appeals to be submitted in writing within 24 hours of the event;
 - (c) response to an appeal at each level to be within 24 hours and in writing;
 - (d) a copy of the grievance, supportive information and disposition of the appeal be maintained in the individual's file.
- (5) Confidentiality. Program policy regarding confidentiality must require:
 - (a) The shelter program to have a written policy regarding the disclosure of information about any program participant. This policy will specify procedure regarding release of client information to include who may release information, what types of information may be released, to what resources the information may be released, and under what conditions information may be released.
 - (b) Prior written consent of the program participant to release any information is required except under four conditions:
 - 1. disclosure for medical emergency;
 - 2. disclosure to legal guardian of a program participant who has been legally declared incompetent;
 - 3. disclosure for reporting of child abuse or adult abuse; and
 - 4. disclosure required by subpoena or for monitoring and auditing purposes.
 - (c) No person can be compelled to provide testimony or documentary evidence in a criminal, civil or administrative proceedings which would identify the address or location of a shelter.
 - (d) In any proceeding involving the shelter or a person staying at a shelter, the sheriff shall serve any legal papers or process by contacting the shelter by telephone and making arrangements for service of the papers or process on the shelter or the person staying at the shelter.
 - (e) No records treated as confidential under T.C.A. 36-3-623 shall be disclosed except as permitted by that statute or other applicable law.
- (6) Evaluation
 - (a) The shelter program must provide a mechanism for participant evaluation of services provided.

(Rule 0620-3-6-.07, continued)

- (b) The shelter program must provide for an annual evaluation of its established goals and objectives.

Authority: T.C.A. §§4-5-202, 71-6-203(7), 71-6-208, and Public Acts of 1998, Chapter 1135, Section 41, Item 44.
Administrative History: Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.08 SERVICE DELIVERY PROCESS.

- (1) The goal of all service delivery is to provide for crisis intervention and continued safety for the victim, children and dependents and to empower the victim to meet self-determined goals. The service delivery process involve four areas: intake, assessment, case plans, and case records. Staff and supervised trained volunteers may provide services.
- (2) Intake. The shelter program must have written policy regarding intake procedures. The policy shall address:
 - (a) availability of intake 24 hours a day, seven days a week.
 - (b) type and extent of information required to determine and document eligibility.
 - (c) procedure to assess immediate needs, including safety, and to determine appropriate services or referral, and
 - (d) clarification of access to program services.
- (3) Assessment. The shelter program must provide on-going assessment of each eligible participant and their situation. This assessment constitutes the basis upon which the service plan and safety plan are developed with each of the participants. The assessment is influenced by the following factors:
 - (a) the circumstances of the victims such as their age, physical condition and emotional state, and their level of danger or risk.
 - (b) responsibilities for children or dependents and their needs.
 - (c) strength of and access to family relationships and support networks.
 - (d) educational and personal skills levels, and economic resources available to structure a level of service provision.
 - (e) progress in achieving goals established in service plan (relates to assessment prior to development of safety plan).
- (4) Case Plans
 - (a) Three plans are available to structure service provisions for the eligible victim. Each of these plans is developed with the full participation and involvement of the victim. Each is outlined below.
 - (b) The first plan is termed a service plan. The plan will identify a goal, and outline the services and resources necessary to meet the goal and facilitate the safety of the individual. In addition, the plan will identify the staff responsible for coordination of service provisions and estimate the time frames for provision of the services.

(Rule 0620-3-6-.08, continued)

- (c) The second plan is the safety plan. This plan is developed with the full participation of staff or trained volunteers. The victim does not have to be a resident of a shelter facility to develop a safety plan. This plan is designed to give the victim options, and a plan of action, once the victim leaves the shelter or is thinking about leaving their abuser. Children should also complete a safety plan, when age appropriate.
 - (d) The third plan is the exit plan. This plan is developed, if possible, at the time the victim leaves the shelter. Such a plan may also be in order at the time the victim completed a shelter service. The exit plan will contain a brief synopsis or checkoff indicating progress on service provided. It will designate additional services needed and potential resources for those services. The safety plan is an integral part of the exit plan. During the development of the exit plan, the victim shall be notified of the availability of continued or additional services if re-entry is required. The victim must be provided an opportunity to evaluate the program of services.
- (5) Case Records
 - (a) Case records are required on each participant. The case record must reflect the range of services provided to the victim, including services provided to children, dependents and perpetrator. Documentation of services provided must be brief and concise; documentation should be recorded in a professional manner. Documentation may vary from a single page form which documents a hot-line call to a full case narrative.
 - (b) Each case record, residential and non-residential must contain, as appropriate:
 - 1. intake information.
 - 2. assessment.
 - 3. service plan.
 - 4. exit plan which includes follow-up.
 - 5. safety plan.
 - (c) In addition, residential records shall include:
 - 1. health releases for participants.
 - 2. release of information forms.
 - 3. a copy of the rules, rights and responsibility sheet of the shelter which reflects the signature of the resident(s).

Authority: T.C.A. §§4-5-202, 71-6-201, 71-6-203, and Public Acts of 1998, Chapter 1135, Section 41, Item 44.
Administrative History: Original rule filed August 7, 2001; effective December 28, 2001.

0620-3-6-.09 AGENCY REQUIREMENTS.

- (1) Administration
 - (a) The program administration must assure, to the extent feasible, that any funds allocated for family violence shelter or shelter services will be used to provide services in addition to those already provided by the Department of Finance and Administration.

(Rule 0620-3-6-.09, continued)

- (b) The program administration must be incorporated as a not-for-profit corporation, and be tax-exempt under section 501 of the Internal Revenue Code.
 - (c) The program administration shall comply with T.C.A. §§37-1-403, 37-1-605 and 71-6-103 by reporting cases of suspected abuse of children to the Department of Children's Services and suspected cases of abuse of adults to the Department of Human Services.
 - (d) The program administration must submit an annual report of each service funded to include as a minimum the following: statistics on the number and type of persons requesting services; the number of persons served; the type of service rendered and a general description of the social and economic characteristics of the person served; the number and type of referrals, including medical, legal and education services, made to other community resources; and any other information as may be required by the Department. No information contained in the report shall identify any person served or enable any person to determine the identity of such a person.
 - (e) The program administration shall be in compliance with the Title VI and VII of the Civil Rights Act of 1964, as amended, the Age Discrimination Act of 1975, Section 504 of the Rehabilitation Act of 1973, and the Pro-Children's Act of 1994 (Public Law 103-227, Part C. Environmental Tobacco Smoke).
- (2) Governing Boards
 - (a) All agencies must have a governing board which meets regularly with staff.
 - (b) All shelter programs which are incorporated in umbrella agencies must have a separate advisory body in addition to the governing board.
 - (c) A designated member of the advisory body must serve on the governing boards.
 - (d) Membership on the governing board or the advisory body, in the case of a shelter program incorporated into an umbrella agency, must consist of individuals who reside in the community served by the shelter program, who have an understanding of the problem of family violence, who have an interest in the prevention of family violence and who have an interest in the development and provision of services to victims of family violence.
 - (e) Membership of the governing or advisory body should be broad based, must reflect the racial and ethnic composition of the community served and should include representative victims of family violence.
 - (f) Women should hold a significant proportion of key decision-making positions on the governing board or advisory body.
 - (g) Board members must not be related by blood or marriage to other board members or staff, and must use good judgement to avoid even the appearance of a conflict of interest.
- (3) Personnel Requirements
 - (a) The governing body must adopt and have implemented written program personnel policies which are reviewed annually. These policies, which pertain to paid personnel only, must address:
 - 1. non-discrimination in regard to sex, race, religion, sexual preference, national origin, disability, age or marital status;

(Rule 0620-3-6-.09, continued)

2. recruitment, selection, promotion, and termination;
 3. benefits;
 4. vacation, sick leave and annual leave accrual, compensatory time;
 5. rules of conduct;
 6. disciplinary actions;
 7. grievances;
 8. supervision; and
 9. written work performance evaluation.
- (b) Written job descriptions for all program positions must be available. These written descriptions shall include but not be limited to:
1. job title;
 2. tasks and responsibilities of the job;
 3. required skills, knowledge and experience;
 4. salary range; and
 5. lines of authority.
- (4) Staff Requirements
- (a) All staff employed with a shelter should possess an understanding of the issues of family violence.
- (b) Qualifications
1. program director: minimum requirements include a high school diploma or GED certification and additional life, work or educational experiences which apply to the duties and responsibilities outlined in the job description.
 2. support staff: minimum requirements include life, work or educational experiences which apply to the duties and responsibilities outlined in the job description. Such support staff positions could include coordinators, direct service case workers, house managers secretarial, maintenance, bookkeepers, and other such professional service workers.
- (c) Wage and Hour Requirements. The shelter program positions must be compensated in compliance with applicable federal and state laws which include the Fair Labor Standards Act.
- (d) Orientation. The shelter program must provide for a staff orientation, to include:
1. insuring overall familiarization with the agency and program purpose, objectives, structure and policy; and
 2. specific exposure to and training in the duties of the position.

(Rule 0620-3-6-.09, continued)

- (e) **Staff Development.** The shelter program must provide a written plan for staff development and training, to include:
 - 1. initial training for new staff;
 - 2. on-going training for personnel;
 - 3. policy for leaves for conferences, classes or institutes; and
 - 4. regular staff meetings for discussion of program, problems, policies and method of practice.
- (f) **Volunteers.** A shelter program must have written policy and a plan on the use of all volunteers (direct service, maintenance, and transportation) to include:
 - 1. an application filed and individual screening;
 - 2. a full description of duties and rights, including confidentiality policy and practices;
 - 3. provision for supervision;
 - 4. provision of role appropriate orientation, initial training and on-going training;
 - 5. guidelines and policy for termination; and
 - 6. policies and procedures for contracting of volunteer services.

This policy shall assure non-discrimination in regard to sex, race, religion, sexual preference, national origin, disability, age or marital status in the recruitment, and selection of volunteers and in placement of assignment. Where possible, volunteers should be selected to reflect the racial and ethnic composition of the community served by the shelter program.

Authority: T.C.A. §§4-5-202, 71-6-201, 71-6-203(7), 71-6-204, and Public Acts of 1998, Chapter 1135, Section 41, Item 44. **Administrative History:** Original rule filed August 7, 2001; effective December 28, 2001.