

Chapter:	Service Delivery		
Title:	Victim Centered Service/Treatment – Conflict of Interest		
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Triennial Author: Srvc/Tx Leadership	Adopted Date: 12.2023 Review Date: 12.2023	Related Policies: Service Philosophy Admission and Discharge Criteria Confidentiality and Privacy Visitors Technology-Based Service/Treatment Delivery

Purpose:

Hopeful Horizons’ (HHs’) service/treatment programs are generally designed and funded to provide support and services to victims/survivors of domestic violence (DV), sexual assault (SA) and/or child abuse (CA). This policy establishes the expectations and requirements for excluding/restricting service/treatment access to perpetrators/alleged perpetrators of DV, SA and/CA.

Scope:

This policy applies to:

- All HH Staff Selected HH Staff, as specified: Direct service/treatment
- HH Board Members HH Volunteers: Direct service/treatment
- Other: Direct service/treatment contractors

Policy:

In accordance with HHs’ mission, service and treatment programs shall generally be restricted to victims/survivors of domestic violence (DV), sexual assault (SA) and/or child abuse (CA). HH shall use designated victim services funding exclusively for those purposes. Perpetrators/offender/alleged perpetrators/offenders shall be expressly excluded from any program/service using restricted victim services funding. Unless otherwise specified herein and in accordance with HHs’ Visitors policy, perpetrators/offenders/alleged perpetrators/offenders shall be prohibited entry to any HHs’ facility without the prior approval of the Chief Executive Officer (CEO) or designee.

- A. **Nature of the Problem:** There are numerous problems that arise when DV, SA and/or CA service providers inadvertently serve the abuser/perpetrator including, but not limited to:
 1. Re-victimization of the true victim/survivor
 2. Potential safety concerns for the identified victim/survivor if they are present at HH when the abuser is there
 3. Potential safety concerns for others
 4. Discourages the identified victim/survivor from seeking assistance from HH and further adds to the identified victim’s/survivor’s feelings of hopelessness and isolation

- B. **Identifying Service/Treatment Conflict of Interest:** HHs’ staff shall demonstrate due diligence in determining service eligibility specific to victims/survivors.
 1. **Screening:** To prevent abusers from being mistakenly served in victims’ services programs, client/prospective client screenings shall be standard practice during Support Line calls and related hotline intakes. The screening shall be completed in accordance with HHs’ Support Line Hotline Intake and Internal Referral procedure and its related Alleged Perpetrator Information Workflow (Attachment H).

2. Potential Participant and Current Participant: A conflict may also be identified when a potential client is presenting for services and objective evidence indicates they are the victim/survivor, and a current service/treatment participant is identified as the perpetrator/offender/alleged perpetrator/offender.
- C. Service/Treatment Conflict of Interest: An individual seeking service who has current or prior perpetrator/alleged perpetrator status indicated in HHs' Electronic Record (ECR) or as determined by review of other information/evidence shall be identified as having a service/treatment conflict of interest and shall be referred to the Director of Adult Services (DAS)/designee. The DAS/designee shall conduct an additional review of the record to verify the conflict. If the conflict is confirmed to be present and HH does not have appropriate alternative services or the individual doesn't meet any of the exception criteria specified herein, the DAS shall determine appropriate action and follow-up with the individual in accordance with HHs' Service/Treatment Conflict of Interest procedure.
- D. Confidentiality of the Victim: In accordance with HHs' [Confidentiality and Privacy](#) policy, staff are expressly prohibited from disclosing victim/survivor information and/or service/treatment status to an perpetrator/offender/alleged perpetrator/offender as a part of the conflict of interest assessment and resolution process.
- E. Exceptions: Perpetrators/perpetrator/alleged perpetrators/offenders may receive HHs' approved services/treatment in specifically identified instances including:
1. Youth with problematic sexual behaviors who are receiving treatment services for abuse or who are being interviewed to assess if they are a victim of abuse. The youth with problematic sexual behaviors will wait in a separate area away from other children. Forensic interviews will also be scheduled on different dates or at different locations to avoid contact between the child victim and the youth with problematic sexual behaviors.
 2. Adult victims/survivors of domestic violence or sexual assault who may have been indicated (or found guilty) of child abuse or neglect will be permitted at the shelter or offices to receive services as victims. If their child is currently receiving services through the Children's Advocacy Center (CAC), arrangements will be made to ensure the adult victim is seen at a different location (or virtually) and/or at a different day/time. In no instance shall the adult and child be seen at the same site at the same time.
 3. Incarcerated or jailed persons may receive hospital accompaniment, technology-based advocacy and approved counseling services provided the individual meets program admission requirements, the funding used does not have abuser/perpetrator restrictions and there is no risk of treatment conflict with an existing HH client.

Communication and Training:

The Board shall receive a copy of the policy at the time of periodic review and will have an opportunity to ask clarifying questions during the approval process. Employees and volunteers shall receive notice of the Board's policy review and approval including notice of any substantive changes. The notice will provide a link to the policy located on the HH website.

Support Line staff and personnel handling client/prospective client conflicts of interest as specified herein shall have initial orientation to this policy and its related procedure.

Definitions:

1. Due Diligence: The care that a reasonable person exercises to avoid harm to other persons.
2. Electronic Client Record: An ECR is a digital version of a client’s paper record. ECRs are real-time, client-centered records that make information available instantly and securely to authorized users. HHs’ uses Collaborate as its ECR.

Other Related Materials:

Support Line Hotline Intake and Internal Referral Procedure

[Current Client Service – Treatment Referral Procedure](#)

Using Technology-Based Service/Treatment Procedure

References/Legal Authority:

[Creating a Survivor, Goal-Centered Conflict of Interest Policy, North Carolina Coalition Against Domestic Violence, NC. Gov, 2023](#)

Change Log:

Date of Change	Description of Change	Responsible Party
12.2023	This is a new policy.	N. Miller, in Consultation with Serve/Zweede, Adult Srvc. Director