

# **Minimum Standards**

**for Domestic Violence Offender  
Intervention Programs in Idaho**

January 2022



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## I. Overview

The Idaho Council on Domestic Violence & Victim Assistance (“ICDVVA”) was created by the Legislature in 1982 to address the disruptive influence of domestic violence on society, provide protection and refuge for victims, and provide funding for victim service programs throughout the State. [I.C. § 39-5201](#). For budgetary purposes and for administrative support purposes, the Council is assigned by the Governor to a department or office within the State per [I.C. § 39-5203\(2\)](#). Currently ICDVVA is assigned to the Department of Health & Welfare for those purposes but is otherwise an independent agency.

ICDVVA oversees Offender Intervention Programs (“OIPs”) in Idaho via The Committee for Oversight of Domestic Violence Offender Intervention Programs and Standards (“The OIP Committee”). [I.C. § 18-918\(7\)\(d\)](#), enacted in 1998, charges the Idaho Council on Domestic Violence and Victim Assistance with the responsibility to set standards for domestic violence counseling or treatment ordered for individuals convicted of domestic violence. This document is meant to provide information regarding the requirements for obtaining program approval from the OIP Committee and the minimum standards for approved providers.

The OIP Committee holds public meetings quarterly to review new and renewal program applications, review data and monitoring for all approved programs, respond to complaints, provide training and support to programs, recommend amendments to the standards for consideration by the Council and handle other OIP related business as needed.

[I.C. § 18-918\(7\)\(d\)](#) uses the terms “treatment or counseling;” however, current practice suggests that “intervention” is a more commonly used term and incorporates counseling as a component of treatment. A list of programs meeting current standards and approved by the ICDVVA, and application forms, are available at: [www.icdv.idaho.gov](http://www.icdv.idaho.gov) or by calling 208-332-1540 (ask for the OIP Administrator).

*In 2021 the OIP Committee embarked on a project to review, revise, and recommend updates to the minimum standards for Idaho OIPs. A literature review was conducted, followed by focus groups, stakeholder engagement, and opportunities for public comment. These updated minimum standards apply to approved OIP providers in the State of Idaho as well as serve as a reference for new program applicants.*

## II. Statement of Purpose

**Domestic Violence** (DV) is generally defined as a behavior of choice by an individual for which they carry responsibility. Therefore, through intervention, one can learn new attitudes and behavioral and cognitive skills that lead to choosing positive behaviors and reducing violence.

The goals of these standards are to increase victim and community safety by holding offenders accountable for their crime(s), participating in a coordinated community response, teaching healthy relationships, and providing program monitoring.

The ICDVVA recognizes that DV offender intervention is an evolving field, where new and promising developments are being explored. Victim and community safety should guide the coordinated community response to domestic violence. Thus, whenever the needs of DV offenders in intervention are likely to conflict with victim and community safety, victim and community safety must take precedence.

## III. Program Information

Domestic violence offender intervention programs shall be specifically designed to work with those who are court ordered to attend. However, services may also be provided to those who elect to participate on a voluntary basis. The following describes the basic elements that must be included in an approved program.

### A. Intervention Philosophy

1. **Defines domestic violence** ("DV") as any abusive, violent, coercive, forceful, or threatening act or word inflicted by one member of a family or a household member on another along a broad spectrum of behavior from a one-time incident to a pattern of coercion that might include physical, emotional, psychological, verbal, sexual, or financial/economic abuse or property damage.
2. **Defines domestic assault** or battery as a crime.
3. **Holds offenders accountable** to their provisions of probation/parole, as applicable.
4. **Requires** an intervention plan with priority to end abuse and establish a basis for safety.
5. **Holds offenders accountable** to provisions of orders of protection as applicable.
6. **Holds offenders accountable** for their crime and teaches that it is the responsibility of that individual to accept the consequences of their actions.

7. **Promotes changing attitudes** toward intimate partners and other family members and violence in the family.
8. **Recognizes, accepts, and teaches** that domestic violence has multiple causative and contributing factors.
9. **Recognizes, accepts, and teaches** that the conduct of a victim does not excuse the choice to use violence or coercion by the offender.
10. **Recognizes, accepts, and teaches** that domestic violence is complex and requires on-going comprehensive assessment for effective intervention.
11. **Recognizes, accepts, and teaches** that substance use disorder treatment, anger management, and mental health treatment are not substitutes for domestic violence offender intervention though they may be used in conjunction with DV OIP.
12. **Recognizes, accepts, and teaches** that under no circumstances should an OIP provider refer or provide couples counseling to a court-ordered offender. Couples counseling is not a replacement for DV OIP.
13. Recognizes that the intervention must be based on the intake assessment of the offender, the domestic violence evaluation (if completed), and the nature of violence.
14. **Recognizes and respects** the decision of a family to remain together as a valid choice.
15. **Recognizes, accepts, and teaches** the idea that DV has a negative impact on individuals, families, and communities.
16. **Recognizes, accepts, and teaches** that there are many different intervention modalities (sometimes called treatment modalities) that are available for use. Modalities should be as individualized as is feasible according to the offender's evaluation, court recommendations (if any), risk assessment, crime(s), current research, and provider training.

## **B. Curriculum Minimum Standards**

1. Offender personal accountability
2. Social, cultural, and familial foundations of domestic violence and abuse
3. Role of family and others in addressing long term patterns of violence
4. Confronts power and control tactics

5. Awareness and application of self-control including management of anger and management of stress
6. Impact of their abuse on partners, families, children, other individuals, and communities
7. Equality in relationships (gender, sex, identities)
8. Equality and safety in relationships
9. Gender stereotyping
10. Communication skills
11. Relapse prevention
12. Peaceful conflict resolution

### **C. Telecommunication Services**

Telecommunication is one tool that may be utilized in OIPs. In-person group sessions are the preferred modality; however, the Council recognizes the need for offender intervention telecommunication services in certain circumstances. As such, the OIP Committee has established the following protocol for offender intervention telecommunication services: Participants will participate in an approved Domestic Violence Intervention program that does not exceed more than 12 participants per group.

1. Telecommunication services are to be utilized in extreme circumstances only. Hardships include but are not limited to mileage, terrain, employer limitations, transportation, lack of services in the area, acts of nature, and public health crises. Hardships may be determined by a court.
2. The participant may only be enrolled in the telecommunication group upon approval from the court or court's designee. The intervention provider is responsible for keeping signed approval forms from the court on record for program monitoring.
3. Intake may be conducted using telecommunication services for approved telecommunication participants.
4. The intervention provider must keep separate lists of in-person participants and telecommunication participants for each session. Lists will be included in program monitoring.
5. The participant may be removed from the group for failure to participate as directed by the provider.

6. The software of the telecommunications shall meet or exceed applicable federal and state legal requirements of medical/health information privacy, including compliance with the health Insurance Portability and Accountability Act (HIPAA) and state privacy, confidentiality, security, and medical retention rules.
7. Before engaging in a telecommunication program, the approved Domestic Violence Intervention provider must seek and obtain approval for such program from ICDVVA. This request must be submitted in writing on an application form provided by the Idaho Council on Domestic Violence and Victim Assistance.
8. Failure to comply with these telecommunication standards and policies can result in termination of telecommunication services.

#### **D. Intervention Requirements**

1. Intervention shall be provided by an approved provider.
2. All providers are required to obtain continuing education as outlined later in this document.
3. Providers will assess the client's risk and need after reviewing DV evaluation and use of collateral data which may include, but is not limited to, previous DV evaluations, police reports, pre-sentence reports, victim impact statements, and risk assessments. Intervention shall be 90-minute group sessions for a minimum of 52 sessions. Generally, sessions should be once per week and occur over the course of a minimum of 52 weeks (unless court order differs). Sessions may be more frequent based on risk and needs of the offender.
  - a. Provider should consider offender's risk and needs when determining type of group, including level or risk based on charge (felony, misdemeanor, amended), gender, sexual orientation/identity, culture/language, etc.
  - b. Providers are discouraged from placing high-risk offenders and low-risk offenders or male/female offenders in the same group.
  - c. Providers shall consider, through assessment, if individual intervention or other interventions appropriate to culture, language, community, disability, etc. may be implemented to address offender needs and reduce risk to the community.
4. An intake session is not considered an intervention session.

5. Careful on-going assessment by the intervention staff of the circumstances of each case will be necessary to determine and implement an intervention plan.
6. Documentation must be maintained in each case of the determination of intervention plan and offender progress, including sessions attended. i.e., a sign in sheet, at minimum.
7. Providers should utilize current peer-reviewed literature, professional peer groups, case studies/case reports, and professional training to inform program curricula.
8. Individual, family, and community cultural considerations should be evaluated when considering intervention modality for the offender while considering victim safety above all else.
9. For group intervention, group size shall not exceed twelve individuals, including telecommunication attendees. A second facilitator is highly recommended if group size exceeds eight individuals.
10. Program curriculum should be readily available to share with the OIP Committee at any time.

## IV. Program Requirements

### A. Co-occurring Mental Health/Substance Abuse/Chemical Dependency

If the initial or on-going evaluation shows evidence of mental health issues, substance abuse and/or chemical dependency, this shall be addressed. Appropriate testing may be used when indicated as a condition of continuation in an intervention program. Referral to other agencies for specialized intervention may be initiated in those circumstances.

### B. Intake

1. Programs must provide a written contract regarding offender rights, responsibilities, and limits of confidentiality. (See Offender Contract under Section IV.C. below.)
2. The intake shall be completed in a 1:1 meeting of the offender and the intervention staff, in person or via telecommunication. (See also Telecommunication policy in Section III.C.)
3. The intervention providers must be available to the offender to begin intervention within two weeks of a court ordered referral. The intervention staff must contact the referring agency if unable to accept the offender within two weeks of referral.

4. All contact between the offender and the intervention staff must be documented in the offender's file.
5. Victim safety and offender accountability are central to effective DV offender intervention programs. Therefore, confidentiality is limited. Programs must advise offenders of the specific limitations of confidentiality. Programs must also keep in mind that victim safety is priority to all information sharing. The information that must be made available to courts, appropriate authorities, victims, previous victims, partners, and ex-partners includes, but is not limited to, assessment findings, attendance, any use of violence or threats, reasons for discharge, recommendations, and completion from the program.
6. Upon enrollment of the offender, the intervention program shall attempt to notify the victim (usually by letter). Attempts to notify victims must be documented. Face-to-face, phone or mail contact may be used. The contact should provide:
  - a. The purpose of the intervention program
  - b. The procedure for reporting further offenses
  - c. A preliminary assessment for the victim's own use in determining risk
  - d. Limitations of the program and that attendance in an intervention program does not guarantee an offender will not be violent
  - e. Resource information regarding victim services
  - f. Opportunity for the victim to provide input in the assessment process
  - g. Contact information of the program if they have any concerns or questions. The intervention staff shall inform the offender regarding process, expectations, and limitations of intervention, the reporting policies of the program and other rules of confidentiality. Victims and/or partners will be informed that attendance in the program does not guarantee an offender will not be violent.

## C. Offender Contract

1. Obtain Informed Consent.
2. Intake and consent shall include a written contract.
3. Contract shall be signed by the offender and staff, with copies to each.
4. Upon request, a copy shall be provided to the court, prosecutor, probation office and victim. Contract shall include:

- a. Program statement of philosophy.
- b. Statement regarding program development of intervention plan and modifications of such.
- c. Notification to the offender that the intervention program is monitored by the ICDVVA with contact information, attendance, progress, and session information provided.
- d. Attendance policies, including requirements for cancellation and consequences for lack of attendance.
- e. Active participation requirements. Written, oral, and otherwise.
- f. Substance abuse/chemical dependency policies, including the requirement that the offender attend the sessions alcohol and drug free and be subject to random testing for substance use.
- g. Protection of group members' privacy and consequences for any breach.
- h. Fees/methods of payment and any consequences of non-payment.
- i. Collateral contacts may be made to monitor behavior during intervention.
- j. Be given notice that recurring domestic violence and past, present, and future indications of child neglect or abuse will be reported to the necessary agencies, and that potential victim(s) will be warned.
- k. Other program expectations, such as written exams, active participation, concurrent intervention requirements, and state and federal laws regarding possession of weapons.
- l. Limits of confidentiality.
- m. Adherence to state and federal mandates requiring immediate reporting of threats of harm to self or others, and immediately inform the victim or any person if it is believed they may be at risk.
- n. The requirement that the court, prosecuting attorney, probation department, or victim shall be informed about an offender's attendance, participation, discharge, and/or any violation of the conditions of probation if the criminal justice system is involved.

#### **D. Discharge criteria**

1. The program will include documented discharge criteria in the intervention plan.
2. An offender may be discharged from a program for compliance or administrative reasons.
3. The victim and current partner shall be contacted to inform them of the offenders impending discharge from the program.
4. Offenders participating in a program which loses ICDVVA approval status may get credit for sessions attended in that program to the point the approval was discontinued and may transfer to another approved program.
5. **Compliance Discharge** shall be given when completion of the program is achieved with no recommendation for further intervention.
  - a. Including adherence to all stipulations in the Offender Contract. (See Offender Contract under Section IV.C. below.)
  - b. Referral to another program.
  - c. The program retains the discretion to make determinations about the appropriate services to be provided to offenders transferring from their original point of service. When an offender transfers into intervention from another provider, a new or continuing plan of care must be established.
6. **Administrative discharges** shall be given due to non-compliance with the program's policies and procedures. Non-compliance may include, but not be limited to:
  - a. Any non-adherence to Offender Contract. (See Offender Contract under Section IV.C. below.)
  - b. Criminal or violent behavior(s)
  - c. Failure to report criminal or violent behavior
  - d. Alcohol or drug abuse
  - e. Demonstrated lack of participation
  - f. Not meeting program financial obligations
  - g. Failure to participate in recommended services, therapies, or other interventions
  - h. Failure to provide requested information; and
  - i. Violations of protection, no contact and/or restraining order.

Under administrative discharge, the program **shall immediately notify** in writing any known partner and victim, the court, probation, prosecution, or other individual or agency which mandated the offender into the program and document the reason(s) for discharge.

If the offender continues to exhibit signs of violence at the time that discharge is being considered, the program must adhere to state and federal mandates requiring immediate reporting of threats of harm to self or others.

### **E. Data Collection and Reporting to ICDVVA**

1. The intervention program shall have a clear plan in place for obtaining and reporting accurate data related to program participants and outcomes as developed and required by the OIP Committee.
2. Required data shall be timely submitted to ICDVVA in the manner requested on a quarterly basis as follows:

Reporting Period	Data Due to ICDVVA
January 1-March 31	April 15
April 1-June 30	July 15
July 1-September 30	October 15
October 1-December 31	January 15

3. Failure to timely submit timely, accurate data shall be considered as non-compliance with these standards.

## **V. Provider Requirements**

### **A. General Guidelines**

1. Individuals who work in an approved domestic violence offender intervention program are referred to as Program Supervisors, Direct Service Providers, or Trainees. These can be either paid or volunteer staff persons who provide direct services.
2. Intervention staff must have documented professional and continuing education regarding intimate partner abuse, child abuse, sexual and emotional abuse, elder abuse, risk factors for future dangerousness, risk factors for lethality, causes of violence, violence in families, substance abuse/chemical dependency issues, mental health issues, and the legal system as it applies to violent relationships, intervention and recovery methods, current literature and research in the field; must be aware of and responsive to how the

issues of power and control relate to abusive behavior and that issues of classism, cultural bias, racism, sexism, heterosexism, and gender identity may need to be addressed.

3. The program shall establish and implement policies, procedures, and supervision schedules ensuring adequate supervision for all intervention staff.
4. At the time an approved program adds a new Program Supervisor, Direct Service Provider, or Trainee, either volunteer or paid, the program must submit documentation to the OIP Committee of meeting the minimum qualifications. Program Supervisor or Direct Service Providers may not provide sole direct services to offenders until the qualifications have been reviewed and approved by the OIP Committee Chair pending consideration by the entire committee at its' subsequent meeting.
5. Providers shall demonstrate specific knowledge of their legal and ethical responsibilities to protect victims and potential victims and to report child abuse. They must have specific education and experience in domestic violence group dynamics and group process.
6. Providers shall be free of criminal convictions, criminal conviction probation or parole including withheld judgements or [I.C. § 19-2604](#) relief, protection orders, and substance abuse or dependence in their own lives for a minimum of five years prior to becoming a Program Supervisor, Direct Service Provider, or Trainee.
7. Direct services are to be provided by a Program Supervisor or Direct Service Provider only. A Trainee may participate in direct service provision under on-site supervision only.

## B. Program Supervisor

Each program shall have a Program Supervisor (PS), maintain a position description for the PS, and all PS must meet these criteria:

- a. Hold a master's or Doctorate Degree from an accredited university/college in counseling, psychology, social work, or related field.
- b. Must be licensed in their respective field.
- c. Completed a minimum of sixty (60) hours of education including and not limited to:
  - i. Domestic violence from victim/advocate service programs in Idaho.
  - ii. Topics from this document under Continuing Education.

- iii. The OIP Committee reserves the right to reject education that does not appear to be from a qualified source or appears duplicative when considering this provision.
- iv. An applicant who fails to meet the “broad range of topics” requirement but otherwise shows sixty (60) hours of education in the field may be granted a provisional approval pending additional education.
- v. Have completed a minimum of five hundred (500) hours of supervised intervention experience including:
  - 1. A minimum of two hundred fifty (250) hours of supervised education and/or experience that is directly related to counseling, assessing, or providing intervention to DV offenders and/or victims, as well as working with, or receiving training from, domestic violence victim advocacy services.
  - 2. A minimum of two hundred fifty (250) hours of supervised direct intervention with offenders in an Idaho, or other state approved offender intervention program, which includes a minimum of fifty (50) hours supervised experience in offender group facilitation or other experience deemed sufficient by the OIP Committee upon request of the applicant.
  - 3. Supervision may include education, direct, observed one-on-one supervision; client consultation, one hour for every 20 hours for the above total requirements. (At least one hour will be direct observed.)

### **C. Direct Service Provider (DSP)**

Each program will maintain a position description for the DPS(s). DSPs must meet these criteria:

1. Hold an earned bachelor’s degree from an accredited university/college in a behavioral science-related field or equivalent work-related experience.
2. Sixty hours (60), minimum education:
  - a. Domestic violence from victim/advocate service programs in Idaho.

- b. Topics from this document under Continuing Education.
- c. The OIP Committee reserves the right to reject education that does not appear to be from a qualified source or appears duplicative when considering this provision.
  - i. One hundred fifty (150) hours minimum of supervised intervention experience including:
    - 1. Seventy-five (75) hours minimum of supervised direct intervention contact with offenders.
    - 2. A minimum of seventy-five (75) hours of supervised education and/or experience that is directly related to counseling, assessing, or providing intervention to DV offenders and/or victims, as well as working with, or receiving training from, domestic violence victim advocacy programs.

#### **D. Trainees**

- 1. A Trainee is a paid or volunteer staff person who has not completed the minimum requirements to become a Direct Service Provider.
- 2. Must hold related behavioral science degree or be working toward a degree in a related field.
- 3. Trainee(s) may serve as a co-facilitator of groups with a Direct Services Provider or Program Supervisor but may not facilitate a group alone.
- 4. An individual may be considered a Trainee for no more than two (2) years unless exceptional circumstances are demonstrated, and provisional approval of the Committee is granted, subject to additional requirements.

#### **E. Continuing Education**

Intervention programs are required to maintain written records of continuing education units for Program Supervisors, Direct Service Providers, and Trainees. Continuing education requirements include:

- 1. Sixty (60) hours of continuing education (through an approved CEU provider) are required every three (3) years from the date of the initial intervention program approval by the OIP Committee for all Program Supervisors and Direct Service Providers. Trainees who work for over a year in any particular intervention program shall be required to meet the

same continuing education requirements as a Program Supervisor or Direct Service Providers. No more than five (5) of those hours may be obtained by attending "in-house" educational sessions.

2. Continuing professional education may be obtained through classes, seminars, workshops, or webinars. No more than thirty hours (30) of self-study programs may be used toward the requirement of sixty (60) hours of continuing education.

## VI. Ethics

1. Intervention staff and volunteers in approved programs must meet standards outlined by professional group(s) such as the American Psychological Association, National Association of Social Workers, American Association of Pastoral Counselors, the American Psychiatrist Association, the American Counseling Association or other as appropriate to professional practice.
2. Intervention staff and volunteers are required to adhere to the following:
  - a. Respect the dignity of all offenders, victims, and professionals.
  - b. Program policies regarding confidentiality.
  - c. Not engage in intimate relationships with an offender or offender's immediate family, or the victim or the victim's immediate family regardless of if the offender is in or out of the program.
  - d. Not engage in any personal, business or other activity, that conflicts with the purposes of the program, including any social media and/or internet presence (under the name of the provider, the OIP Program, or any pseudonym) that is contrary to combatting domestic violence or which is disrespectful to victims.
  - e. Pursuant to [I.C. § 18-918\(7\)\(a\)](#), if counseling or other treatment is ordered, in no event shall the person, agency or organization doing the evaluation be the person, agency or organization that provides the counseling or other intervention unless this requirement is waived by the sentencing court, except for federally recognized Indian tribes or federal military installations, where diagnosis and intervention are appropriate and available.

- f. Adhere to state and federal mandates requiring immediate reporting of threats of harm to self or others. Immediately inform the victim or any person if it is believed they may be at risk.
- g. Abide by state child abuse/neglect reporting statutes.
- h. Make mental health and drug/alcohol intervention referrals as appropriate.
- i. Maintain a program protocol for victim contact.
- j. Encourage open communication with agencies/personnel involved in the offender's program.
- k. Be free of substance abuse or dependence in their own lives for five years prior to becoming staff or a volunteer, and remain so.
- l. Not be convicted of any criminal action, or be a respondent in any civil protection order or civil action resulting in a finding of the use or threatened use of violence for a minimum of ten years including release from probation or parole including withheld judgements or [I.C. § 19-2604](#) relief prior to employment or volunteer status, and remain so.
- m. Report, within 72 hours, to their agency any civil or criminal action in which they are named as defendant or respondent with the allegation they used or threatened to use violence. The agency shall forward information regarding the incident to the ICDVVA within 72 hours of its notification.

## VII. The Judicial System

Approved domestic violence offender intervention programs shall have knowledge of and be responsible to the judicial system. Staff shall demonstrate a current working knowledge of the following:

1. State and federal laws that regulate law enforcement response to domestic violence calls
2. Law enforcement, city, and county prosecuting attorney policies regarding domestic violence
3. The protection order process as well as how the system responds when orders have been violated; and
4. Legal consequences of failure by the offender to complete mandated intervention.

5. When the offender is involved in a court-mandated domestic violence offender intervention program, the staff shall exchange with the judicial system personnel and other appropriate parties the following necessary information:
  - a. All violations of a protection order, no contact order and/or restraining order
  - b. Any violation of the conditions of an intervention program or probation
  - c. Written offender reports including attendance, participation, progress, and, as appropriate, recommendations for intervention (at least monthly or more frequently when requested); and
  - d. Further incidents of violence, including the date(s), a brief description, and the outcomes.

## VIII. Program Application and Renewal

### A. Applications & Renewal

1. Application and renewal for approval as a domestic violence intervention program is to be submitted to ICDVVA OIP Administrator for consideration by the OIP Committee. Once a program is approved, it will be placed on the ICDVVA website. Each program must apply for renewal every three (3) years. All programs must stay in compliance with established standards.
2. Application and renewal forms may be obtained from the Idaho Council on Domestic Violence and Victim Assistance at [www.icdv.idaho.gov](http://www.icdv.idaho.gov).
3. Notification and Compliance:
  - a. Programs will be notified of approval within thirty (30) days of review by the OIP Committee.
  - b. If a program refuses or cannot comply with established standards, the ICDVVA will notify the court that the program is no longer on the approved list effective immediately.

### B. Appeal

Any program which is dissatisfied with a decision of the OIP Committee regarding application approval or renewal may appeal the decision in writing to the ICDVVA Executive Director within fifteen business days of notification to the provider of the decision being

appealed. ICDVVA staff will forward the appeal to the OIP Committee and the Council within two (2) business days. The Council will review the appeal and the decision and provide an opportunity for the program to be heard on the issue at the next regularly scheduled Council meeting, or an earlier Special Meeting at the discretion of the Council chair. A final decision by the Council will be issued within fifteen (15) business days of the meeting.

## IX. Monitoring of Approved Providers

1. The ICDVVA or its designated representative will monitor all approved domestic violence offender intervention programs. Each program will be monitored at least once in a two (2) year period.
2. The OIP Committee reserves the right to establish the process of monitoring programs, including drop-in visits to any intervention session.
3. If the monitor finds any program is not in compliance with the standards established herein, the ICDVVA will take appropriate steps to help bring the program into compliance.
4. As part of monitoring, the method of program data collection and the accuracy and timeliness of reporting the same shall be reviewed by the monitor.
5. A program may be placed on probationary status or lose approval at any time for failure to meet established standards.

## X. Inquiry and Complaint Process

### A. Request for Inquiry

Any person may submit a written request for an inquiry concerning provider compliance with these standards. Upon receipt of the inquiry, the ICDVVA staff review the inquiry within five (5) business days and respond within fifteen (15) business days with a copy to the OIP Committee Chair.

### B. Complaints Regarding Approved OIP Providers

The OIP Committee has set forth the following procedure for complaints filed against approved providers:

1. Complaints are to be filed with the ICDVVA Executive Director at the address shown on the Complaint Form located on the agency website [www.icdv@idaho.gov](mailto:www.icdv@idaho.gov), or by email to [info@icdv.idaho.gov](mailto:info@icdv.idaho.gov).
2. Complaints should be filed using the ICDVVA OIP Complaint form located on the agency website, [www.icdv@idaho.gov](mailto:www.icdv@idaho.gov).
3. Complaints must specifically state which standard(s) outlined in the Minimum Standards for Domestic Violence Offender Intervention Programs manual was violated.
4. Complaints should include any evidence (such as written documents, screenshots, contracts, or other supporting documentation) of the standard violation.
5. When a complaint is received by ICDVVA, it is reviewed by the OIP Administrator and the Executive Director to determine:
  - a. Whether the provider is under the jurisdiction of the OIP Committee
  - b. Whether the Complaint identifies standard violation(s)
6. If a complaint is not under the OIP Committee's jurisdiction, the complainant will be notified and may be referred to other agencies or resources.
7. If the complaint falls within the jurisdiction of the committee, an investigation is appropriate and an OIP Committee member will investigate the complaint in accordance with the investigation process outlined in Section C below, with the assistance of ICDVVA staff as requested.
8. Once the investigation is complete, the case will be reviewed by the OIP Committee at the next scheduled public meeting, or at a special meeting called at the discretion of the Committee Chair, to determine whether additional action is necessary. Possible action may include:
  - a. Closing the file without action
  - b. Sending an advisory or educational letter
  - c. Removal of provider from approved Offender Intervention Program list
9. Once the OIP Committee has made a final decision on a complaint, it is closed, and both the complainant and provider are notified.
10. All formal actions are a matter of public record and are available for public inspection upon request.

### **C. Complaint Investigation Process**

1. When a complaint is made, the ICDVVA staff will promptly notify the OIP Committee of the complaint and forward documentation for OIP Committee review.
2. An OIP Committee member will be assigned via email by the Committee Chair to investigate the complaint.
3. The OIP Committee member assigned to investigate will be neutral in the investigative proceedings.
4. The provider will have the opportunity to respond to the allegation and provide all information, documentation, names or other potential witnesses or people with knowledge of the specific situation.
5. The investigation process will include:
  - a. The provider will be notified of the complaint in writing and informed to contact the OIP Committee investigator to schedule an interview.
  - b. Interview with the complainant
  - c. Interview with provider
  - d. Interview with witnesses, if applicable
  - e. Investigator will gather any other facts related to the complaint
6. The investigator will compile all the information and document findings for the OIP Committee members' consideration.
7. The matter will be on the agenda and discussed at the next regularly scheduled OIP Committee meeting, or via special meeting in the discretion of the Committee Chair; the meeting will be public and may be attended by the provider and/or complainant. The OIP Administrator will summarize the complaint, and the investigator will report on the investigation and its findings at the meeting.
8. ICDVVA staff and investigator will prepare communication to the complainant and provider to inform on the outcome of the complaint proceedings
9. The letter will be retained by ICDVVA in provider's file and the ICDVVA Council members will be copied.
10. Depending upon the outcome or allegations submitted to the OIP Committee, information may be sent to the Idaho Bureau of Occupational Licensing.

#### **D. Complaint Appeals Process**

1. The provider will have 15 business days from the date of the letter stating the outcome of the complaint to appeal a decision of the OIP Committee. Appeals must be in writing, via letter or email, and submitted to the ICDVVA Executive Director with a copy to the OIP Committee Chair.
2. ICDVVA Council members will evaluate the appeal in an open public meeting; a special meeting shall be called if the next regularly scheduled Council meeting is more than two weeks from the date the appeal is received. The appeal will be decided based on the record and information before the OIP Committee; no new evidence shall be considered in an appeal to the Council.
3. ICDVVA shall inform the provider of the Council decision/outcome within 3 business days of the Council's final decision.

## **XI. Revision of Standards**

The ICDVVA reserves the right to amend, change or alter these standards at any time at their discretion and upon reasonable notice.

## **XII. Correspondence**

All correspondence should be sent to:

**Idaho Council on Domestic Violence and Victim Assistance**

***Attn: OIP Administrator***

**P.O. Box 83720**

**Boise, ID 83720-0036**

Or [info@icdv.idaho.gov](mailto:info@icdv.idaho.gov) ***Attn: OIP Administrator in the subject***