

**RULES  
OF  
TENNESSEE DEPARTMENT OF CHILDREN'S SERVICES  
SOCIAL SERVICES DIVISION**

**CHAPTER 0250-7-5  
CHILD ABUSE PREVENTION STANDARDS**

**TABLE OF CONTENTS**

|              |                                  |              |                            |
|--------------|----------------------------------|--------------|----------------------------|
| 0250-7-5-.01 | Background and Purpose           | 0250-7-5-.03 | Administration of Programs |
| 0250-7-5-.02 | Program Eligibility Requirements | 0250-7-5-.04 | Personnel and Staff        |

**0250-7-5-.01 BACKGROUND AND PURPOSE.**

- (1) Tennessee Department of Children's Services is the single state agency administering the child abuse prevention programs under Public Chapter 930, "Acts of 1984".
- (2) The Standards of this Chapter are stated as minimum requirements that must be met by child abuse prevention programs in order to receive funding under Public Chapter 930, "Acts of 1984".
- (3) These Standards are intended to:
  - (a) Provide a framework within which quality child abuse prevention services may be organized, delivered, and evaluated;
  - (b) Define and describe components of the service;
  - (c) State 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 providing child abuse prevention services. Each agency must meet all of the Standards in this Chapter in order to be in contractual compliance.
- (5) For purposes of this Chapter, "Child Abuse Prevention Services" are those services designed to prevent the occurrence of child abuse and neglect.

**Authority:** T.C.A. §§4-5-226(b)(2); 14-33-101 through 14-33-107; 37-5-101; 37-5-105; 37-5-106 and 37-5-112(a). **Administrative History:** Original rule filed May 8, 1987; effective June 22, 1987. Rule assigned a new control number, removed and renumbered from 1240-7-5-.01 filed and effective March 25, 1999.

**0250-7-5-.02 PROGRAM ELIGIBILITY REQUIREMENTS.**

- (1) In order to receive funding, any child abuse prevention program must provide some or all of the following services:
  - (a) Counseling for prevention of child abuse and neglect. Counseling services may be provided for children, parents, perpetrators and any other involved individual through individual, group, or family method. This service is intended to remedy the conditions which cause the child or family to be at risk of abuse or neglect and may include stress reduction, crisis intervention, and development of self-esteem.
  - (b) Child abuse prevention self-help groups. Self-help group services may be provided for children, parents, perpetrator and others involved in the situation. Self-help groups are to provide a supportive network for individuals to resolve the crisis and to develop and strengthen the individuals' resources. These groups are to be facilitated by a professional.
  - (c) Child abuse prevention hot lines. Telephone "hot line" services are available to any individual who seeks their use. These hot lines must be staffed by professionals or trained volunteers and accessible 24 hours a day, seven days a week. Hot lines provide information, release for pent-

(Rule 0250-7-5-.02, continued)

up emotions, reassurance, crisis counseling, basic advice and education, and defuse crisis situations.

- (d) Community and direct education services. Community and direct education services may be provided for any individual or organization. Both of these educational services may involve such topics as parenting skills, coping with family stress, child abuse awareness, prevention of child neglect and abuse, child development, prenatal care for a child at risk, and personal safety at home for latch-key children.

Community education services may include public information efforts attained through conferences, seminars, public displays, media campaigns on TV, radio, billboards, newspapers or other publications, directed at individuals or organizations. Direct education services may include education activities designed to train or instruct, and provide consultation or technical assistance.

- (e) Direct Intervention Services. Direct intervention services are provided for children, parents, perpetrators, and any other involved individual. These services are designed as “hands on” or “one-on-one” assistance to defuse stressful situations, to relieve the impact of abuse and neglect, to provide growth models, to strengthen resources, and to deter the repeating cycles of abuse and neglect.

Direct intervention services may include natural helpers (parent aides), respite care, crisis care, lay therapy, and family support services such as referrals to health care, family planning, child care, employment services, marriage counseling, and related services.

- (f) Family Advocacy. Family advocacy services may be provided on behalf of any individual or group related to any issue concerning child neglect or abuse.

- (2) Any agency which desires to secure funding for child abuse prevention services must submit a contract proposal to the Department. The proposal must include the following information, as well as any other information which may be required by the Department.

- (a) A statement defining the needs of the population it intends to serve.
- (b) A statement of the services to be provided, as well as the level of service delivery (as defined below) for each such service.
- (c) For purposes of this rule, “level of service delivery” refers to the particular population at which a service is directed, and the stage in the child abuse scenario at which that population is involved. The three levels of service delivery are:

1. Primary. Intervention activities directed toward a general population to prevent initial instances of abuse.
2. Secondary. Intervention activities directed toward families and/or individuals at risk of abuse or neglect to defuse stressful situations where child abuse is likely to occur.
3. Tertiary. Intervention activities directed toward families and/or individuals who have been abused or neglected or subjected to the threat of abuse or neglect to include victims, perpetrators, or significant others.

- (3) Documentation. The agency must maintain adequate documentation, including the following. Such records must be available for inspection, upon reasonable notice, by the Department.

- (a) Individual case files shall be kept as appropriate to the service being provided. Each file shall contain as a minimum:
1. intake and eligibility documentation
  2. case assessment materials

(Rule 0250-7-5-.02, continued)

3. service plan or plans to include a goal statement
  4. on-going documentation detailing the progress of the service activities including a summary of contact.
- (b) A log shall be maintained on all referrals of abuse and neglect from hot line referrals shall warrant an individual file.
- (c) A log containing referrals to the Department of Children's Services by contract agencies of suspected child abuse or neglect requires the name of the victim and the name of the DHS intake worker who received the referral.
- (d) Group service activities such as Community Education or activities delivered at the primary level require documentation to include:
1. group or organizational name
  2. statement of goal
  3. the schedule of the event such as the date, time, and site
  4. approximate number in attendance, the type of individual attending (i.e. adult/child, teachers medical personnel, 3rd grade, etc.
  5. the number and names of referrals received

**Authority:** T.C.A. §§4-5-226(b)(2); 14-33-101 through 14-33-107; 37-5-101; 37-5-105; 37-5-106 and 37-5-112(a). **Administrative History:** Original rule filed May 8, 1987; effective June 22, 1987. Rule assigned a new control number, removed and renumbered from 1240-7-5-.02 filed and effective March 25, 1999.

**0250-7-5-.03 ADMINISTRATION OF PROGRAMS.** In order to receive funding, the organization administering a child abuse prevention program must comply with the following administrative requirements.

- (1) The program administration must assure that funds allocated for child abuse prevention under Public Chapter 930 shall be used to provide services in addition to those already provided by the Department of Children's Services.
- (2) The program administration must be a public organization or private, non-profit corporation, and be tax-exempt under Section 501 of the Internal Revenue Code.
- (3) The program administration must comply with T.C.A. §§37-1-403 and 14-25-103 by reporting cases of suspected abuse of children and adults to the Department of Children's Services.
- (4) The program administration must comply with all applicable rules and regulations according to T.C.A. Title 4, Chapter 5, "Administrative Procedures Act".
- (5) The program administration must submit an annual report from each service funded to include statistics on the number of persons requesting the service; the number of children and/or adults served; the type of service rendered; the characteristics of the persons served; and the number and types of referrals made to other community resources. No information contained in the report shall identify any persons served or enable any persons to determine the identity of such a person. In addition, the program administration will conduct a self evaluation study annually to determine program effectiveness.
- (6) The program administration shall be in compliance with Titles "VI" and "VII" of the "Civil Rights Act of 1964", Section 504 of the "Rehabilitation Act of 1973", Title "IX" or the "Education Amendments of 1972", and the "Age Discrimination in Employment Act of 1975".
- (7) The organization must have a governing board which meets regularly with the staff. Membership on the governing board should include individuals who reside in the community 0250-7-5 by the program, who represent the racial and ethnic make-up of the community, who have an understanding

(Rule 0250-7-5-.03, continued)

of the problem of child neglect and abuse, who have an interest in tile development and provision of services to potential victims and the victims of child neglect and abuse. Former clients or child abuse, neglect, of perpetrator programs may serve on the board.

**Authority:** T.C.A. §§4-5-226(b)(2); 14-33-101 through 14-33-107; 37-5-101; 37-5-105; 37-5-106 and 37-5-112(a). **Administrative History:** Original rule filed May 8, 1987; effective June 22, 1987. Rule assigned a new control number, removed and renumbered from 1240-7-5-.03 filed and effective March 25, 1999.

**0250-7-5-.04 PERSONNEL AND STAFF.**

- (1) Personnel Policy. Tile governing body must adopt and implement written program personnel policies which are reviewed periodically. These policies, which apply to paid personnel only, must address:
  - (a) Nondiscrimination in regard to sex, race, religion, sexual preference, national origin, disability, age or marital status;
  - (b) Recruitment, selection, promotion, and termination;
  - (c) Benefits;
  - (d) Vacation, sick leave and annual leave accrual, compensatory time;
  - (e) Rules of conduct;
  - (f) Disciplinary actions;
  - (g) Grievances; and
  - (h) Supervision.
- (2) Written job descriptions for all program positions shall be available. These written descriptions shall include, but not be limited to:
  - (a) Job title;
  - (b) Tasks and responsibilities of the job;
  - (c) Required skills, knowledge, and experience;
  - (d) Salary range; and
  - (e) Lines of authority.
- (3) Staff Qualifications. All staff employed with a child abuse prevention program shall possess an understanding of the issues of child abuse and neglect. Further, such staff must meet the following minimum qualifications:
  - (a) Program director/coordinator. Bachelor level degree with a major in social work, psychology, Children's Services, child and family studies, education, sociology, child life, nursing, or other behavioral sciences; or the equivalent of two (2) years of college level education in the behavioral sciences and four (4) years of paid employment in a related area.
  - (b) Consultants, administrative or supervisory staff. Bachelor level degree with a major in the appropriate area, generally the behavioral sciences; or, the equivalent of two (2) years of college level education and four (4) years of paid employment in a related area.
  - (c) Direct counseling staff. Bachelor level degree with a major in social work, psychology, Children's Services, child and family studies education, sociology, child life, or other appropriate behavioral science.
  - (d) Other support staff. High school diploma or GED equivalency and two (2) years of appropriate volunteer or paid employment experiences.

(Rule 0250-7-5-.04, continued)

- (4) **Wage and Hour Requirements.** The program positions must be compensated in compliance with applicable federal and state laws, including the “Fair Labor Standards Act”.
- (5) **Orientation.** The program must provide for a staff orientation which shall include:
  - (a) Insuring overall familiarization with the agency and program purpose, objectives, structure and policy; and
  - (b) Specific exposure to and training in the duties of the position.
- (6) **Staff Development.** The program must provide a written plan for staff development and training which shall include:
  - (a) Initial training for new staff;
  - (b) Ongoing training for personnel;
  - (c) Policy for leaves for conferences, classes or institutes; and
  - (d) Regular staff meetings for discussion of program, policies, and method of practice.
- (7) **Volunteers.** A child abuse prevention program must have written policy and a plan on the use of all volunteers which shall include:
  - (a) An application filed and individual screening;
  - (b) A full description of duties and rights, including confidentiality policy and practices;
  - (c) Provision for supervision;
  - (d) Provision of role appropriate orientation, initial training and ongoing training;
  - (e) Guidelines and policy for termination; and
  - (f) 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.

**Authority:** T.C.A. §§4-5-226(b)(2); 14-33-101 through 14-33-107; 37-5-101; 37-5-105; 37-5-106 and 37-5-112(a). **Administrative History:** Original rule filed May 8, 1987; effective June 22, 1987. Rule assigned a new control number, removed and renumbered from 1240-7-5-.04 filed and effective March 25, 1999.