

## FREQUENTLY ASKED QUESTIONS (COVID-19 Edition #1)

### NC Council for Women & Youth Involvement

Updated March 23, 2020

As we all work to adhere to the State of Emergency guidelines established by Governor Roy Cooper on March 10, and the National State of Emergency announced on March 13, there are questions about how to maintain safety and ensure emergency life-saving services for domestic violence and sexual violence providers. Your work is still crucial!

The NC Department of Administration's Council for Women and Youth Involvement adheres to Gov. Cooper's recommendations and to the [Centers for Disease Control and Prevention](#) (CDC) and [NC Department of Health and Human Services](#) (NCDHHS) guidelines.

Region staff and grant administrators are available to answer your questions via email. Please contact us if you need more time to submit monthly cost reports. We are ready to provide help with budget transfer requests based on emergency needs for supplies and equipment. **April is still the target for distributing the 4<sup>th</sup> quarter payment to all eligible agencies.**

As a reminder, be sure to track any additional costs that your agency is expending and notify your Region Director. This information helps us to track costs and any additional expenses you incur due to COVID-19, and to communicate the needs for additional funds.

As you work with your agency's board to develop and implement protocols for maintaining the safety of your employees, please exercise good judgement. Front line workers are still needed to deliver services that keep people safe!

The Council for Women and Youth Involvement expects agencies to follow the guidance and recommendations of the Governor as well as the CDC and NCDHHS as you work with your staff and volunteers to implement protocols to protect those most vulnerable and slow the spread of the disease.

As a grant recipient, you are expected to make a good faith effort to maintain core services and confidentiality to those you serve whether it's providing shelter, operating a telephone hotline, crisis intervention and advocacy work. Your decision to maintain the recommended social distance will impact services in the short term. No agency will be penalized for developing practices that adhere to guidance of the CDC and NCDHHS.

All questions regarding the provision of core services must include guidance from your board to develop short-term protocols for delivering or modifying how your staff will provide services during the national State of Emergency due to the novel coronavirus. Consistent and uniform practices are expected.

**Maintaining shelter services is key.** Please take the appropriate steps recommended by the CDC such as practicing social distancing, contacting health department and practicing good hygiene.

**Maintaining hospital advocacy is expected.** Some agencies are limiting use of volunteers for hospital advocacy or accompaniment and relying only on staff. Some hospitals are limited volunteers or staff. Contact your local hospital for their expectations. This is one example of a practice being used to maintain services and safety.

**Transportation service may be a challenge.** Consult your local health department for guidance. In the case of emergency health needs, local health departments may instruct providers to stop transportation services and contact local hospitals. Again, the goal is to protect the safety of your staff and clients while providing services. Continue to work with local law enforcement agencies and utilize gas cards as much as possible.

As you develop your policies, please share copies with your Region Director. We will collect policies and share those on our website ([councilforwomen.nc.gov](http://councilforwomen.nc.gov)) as we move forward through this current health emergency. Consult with the NC Coalition Against Domestic Violence (NCCADV) and the NC Coalition Against Sexual Assault (NCCASA) for technical assistance. Provided below are answers to your *most frequently asked questions*.

1. What do required services look like during this current state of emergency and coronavirus pandemic? What does the NC Council for Women and Youth Involvement (NC CFW) expect from current grantees?

**During a national state of emergency, agencies receiving state grants through the NC Council for Women are expected to act in good faith and determine how best you will modify service delivery in order to maintain safety of personnel, clients and the public. Consult with your board of directors to develop protocol that reflects guidance from the NC Department of Public Health, as well as the National Network to End Domestic Violence (NNEDV) and NCDHHS.**

2. Are there restrictions from funders via telephone versus online service delivery?

**Ensuring the public can still access domestic violence and rape crisis hotlines is expected; continue to staff local hotlines during the day and refer callers to national hotline numbers in the evenings. National hotlines are a valuable resource as well.**

3. Should agencies curtail client movement or services that are offered during the State of Emergency?

**Agencies are encouraged to meet recommendations from the North Carolina state health director to promote a safe environment. Continue to act with kindness and professionalism during this time of uncertainty.**

For the latest updates on North Carolina's response to COVID-19, visit the [NC Department of Health and Human Services information portal](#).

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

**[NCDHHS: Coronavirus Disease 2019 \(COVID-19\) Response in North Carolina](#)**

In conjunction with federal, state and local agencies, NCDHHS is responding to the outbreak of COVID-19, the disease caused by 2019 novel coronavirus.

[www.ncdhhs.gov](http://www.ncdhhs.gov)

**Thank you.**

*Mary*

Mary Williams-Stover

Executive Director