



SUBGRANTEE PROCEDURE
MONTANA BOARD OF CRIME CONTROL
VOLUNTARY SERVICES APPROACH

Subject: Voluntary Services Approach	Page 1 of 1
Effective Date: 05/08/2024	Revised:

I. Purpose

The Voluntary Services Approach is based on the notion that participation in services should be voluntary and not a condition of housing or receiving other services. This approach emphasizes respectful and welcoming behavior in all aspects of the work. Services are driven by the needs, wants, and individual goals of survivors.

This approach is based on the belief that survivors should have the freedom to make their own decisions about their lives.

This approach promotes the building of relationships between staff and survivors in transitional housing, working as allies and not as “providers.” This relationship is then used as the foundation to assist the survivor in reaching their goals.

II. Definitions

None

III. Procedures

Programs funded through VOCA, VAWA, SASP, and FVPSA must implement the Voluntary Services Approach. MBCC will monitor for the following:

1. The program must have a method in place to gather feedback from survivors, such as: (i.e. satisfaction surveys, survivor focus groups, etc.). Input from survivors is the foundation of services and policies. This is to ensure a survivor-driven program design.
2. Services must be consistently made available to encourage participation and ensure assistance is as relevant and accessible as possible. Staff are encouraged to make suggestions and express concerns or encouragement as appropriate, but to never require participation.
3. The program must provide a nonjudgmental, safe space for survivors to talk about their experiences, fears, beliefs, and goals.
4. Choices and options for survivors must be highly valued and prioritized. Decisions made by survivors shouldn't be judged but present opportunities for further discussion and support.
5. Creative and less-traditional services can be offered exclusively or in conjunction with more traditional approaches, depending on the needs and wants of the individual survivor.

IV. Closing

Questions concerning this procedure should be directed to your MBCC program staff point of contact.

V. Attachments

None