

August 2018

NATIONAL CHILDREN'S ALLIANCE MEMBERSHIP GUIDELINES

Dues and Fees

Membership Dues:

Members are invoiced for their annual dues every January. These dues allow our Membership unlimited and exclusive access to the following benefits:

www.nationalchildrensalliance.org/memberbenefits

The current annual dues structure is as follows:

| | |
|--------------------|-------|
| Accredited Members | \$500 |
| Associate Members | \$300 |
| Affiliate Members | \$300 |
| Satellite Members | \$300 |
| Chapters | \$750 |

Accreditation Fees (every 5 years):

For those CAC programs operating under the umbrella of another organization, it is the size of the CAC program budget that governs the fee that will apply.

The Accreditation application and site review fee structure is as follows:

| | |
|---|---------|
| Programs/CACs with annual budgets less than \$1 million | \$3,000 |
| Programs/CACs with annual budgets of \$1 million to \$2 million | \$4,000 |
| Programs/CACs with annual budgets in excess of \$2 million | \$5,000 |

NCA.Trak Case Tracking System

Subscription fees for NCA.trak is as follows:

Accredited and Associate Members:

| | |
|--|----------------|
| Initial Year | \$3,000 |
| (including tuition for security officer training and up to 3 hours of technical support) | |
| Annual Renewal | \$2,000 |

Member in Good Standing Policy

As NCA is a membership organization, member compliance with reporting requirements is an important element in maintaining a dynamic and thriving organization. Members must be considered *In Good Standing* to access the full complement of member benefits and to be eligible for funding opportunities. Member's status for local programs (accredited and associate) as well as Chapters will be assessed annually and the determination will remain in effect for one year. The established criteria are included below as well as the assessment process, notification and noncompliance outcome.

Assessment criteria for *In Good Standing*:

In order for members to remain *In Good Standing*, they must be:

- Current with annual membership dues;
- Current with reporting requirements (statistical/ affidavit of standard compliance for accredited centers and/or grant reports);
- Successful in completion of license and accreditation agreements.

Assessment process:

Because member status will be assessed based on information from a number of NCA departments, this will be a joint project between the Membership and Grants Departments. Information will be assessed on a 30 day basis following the notification guidelines below. At 60 days post, a determination will be made regarding the status of each member.

At each interval (30 days and 60 days) a list will be compiled identifying the reason for the center to be out of compliance and submitted to the Executive Director for determination.

Notification guidelines:

Members are notified of their requirements in a number of ways.

- Membership dues – annual invoice initiated by NCA
- Statistical reporting – semiannual email announcements
- Grant reporting – Grantee Electronic Handbook

Noncompliance outcome including reassessment:

The following member benefits will be suspended until the next annual assessment: The member will not be able to access any competitive or non-competitive funding opportunities until the next assessment period.

Outcome Measurement System (OMS)

OMS is a membership benefit and therefore exclusively for NCA members only.

Process for non-members requesting to join OMS:

- In order for a non-member to have access to OMS, they must already be members in good standing with their own Chapter and have the recommendation of their Chapter to participate. This ensures a cohesive Chapter strategy for the deployment of OMS across the state and the use of its data.
- OMS is intended to measure outcomes of the CAC model. It is understandable that Chapters want CACs to use the OMS system while they are developing into fully fledged Children's Advocacy Centers, as a way of measuring progress and consumer and customer satisfaction. To ensure that users of OMS do in fact advance in their development—and therefore do not skew data downward unnecessarily across a state—there is a 5 year time limit for non-members who wish to use OMS to become members of NCA. OMS non-member users will be dropped from the system 5 years from the date of first access if they have not become members of NCA by that deadline.
- OMS is specifically intended as a benefit of membership. It is a costly system to deploy and maintain. All users add cost to the system in training, onboarding, maintenance, data storage, and technical assistance. Therefore, NCA must recover the costs of any non-members using the system. For that reason, **non-member centers wishing to use OMS must pay \$300 per year to cover the costs associated with their use of the system.**

These rules apply to NEW non-member usage of OMS moving forward. At this time, NCA is not retrospectively applying this to existing non-members using the system.

Identity Standards



LOGO USAGE

The National Children's Alliance logo is available for usage according to the provisions of the NCA License Agreement. All accredited members and chapters are required to enter into such a licensing agreement, and the use of the NCA logo is only extended to those entities.

The NCA logo should always appear intact and include the National Children's Alliance name and the ® mark underneath the hands with the text in the official font.

This logo is quite detailed, and we strongly urge you to have it printed by a professional printer. NCA staff is available to answer questions regarding logo usage and should be consulted if concerns arise.

LOGO SIZE AND PROPORTIONS

The NCA logo should not be used in any size where the name of the organization is not clearly legible. We recommend that the logo be no smaller than .5" wide measuring from the outer edge of the hand farthest to the left to the outer edge of the hand farthest to the right.



You may not alter the proportions of the logo or its components. You may not move the elements within the logo or add elements to it. Care should be taken to scale the logo proportionately and to keep all elements intact.

LOGO COLOR OPTIONS

Four Color

The NCA logo was designed to be used in full color with four color processing. Due to the great amount of detail and colors involved, you should ask your printer for color proofs and should check for



NATIONAL
CHILDREN'S
ALLIANCE®

BLACK



NATIONAL
CHILDREN'S
ALLIANCE®

PMS 301

color match. If you do not have a color copy of the NCA logo to match colors against, please call us, and one will be mailed to you.

One Color

While the NCA logo has been created for four color printing, it may be printed in one color only. When used in one color, the NCA logo may only be printed in black (at left) or dark blue (PMS 301). The hands of the logo must maintain their shading to show the details of the hands. Do not print the hands in solid colors or in such a way that the resolution of the hands is lost. These are the only acceptable color variations.

NATIONAL
CHILDREN'S
ALLIANCE®

TRAJAN



NATIONAL
CHILDREN'S
ALLIANCE®
ACCREDITED
MEMBER



NATIONAL
CHILDREN'S
ALLIANCE®
CHAPTER

FONT USAGE

When producing the logo, National Children's Alliance® must appear in the Trajan font; no other font styles are acceptable. The font is neither emboldened nor italicized. The type in the logo files are image files, so you will not need the font files to use the logo.

AUTHORIZATION FOR LOGO USAGE

The use of the NCA logo is extended only to NCA's accredited members and chapters. These entities must agree to the terms of the logo usage prior to using it.

Additionally, accredited members and chapters are required to use the logo under specific circumstances. The Accredited Member or Chapter will identify itself as an accredited member or chapter of NCA (as applicable) in its print materials including, but not limited to, its letterhead, brochures, and newsletters and in electronic communications including, but not limited to, its website and electronic newsletters. The NCA logo may be used when identifying an event, such as a conference or public awareness forum that is underwritten or sponsored by NCA. In all instances NCA's name and logo will be printed or placed with the appropriate tag (i.e. Accredited Member or Chapter) on the aforementioned products and communication in a manner in compliance with the NCA Identity Standards.

ADDITIONAL INFORMATION

Please contact NCA Communications Department with any questions regarding the use of NCA's name and logo.

Blake Warenik, Director of Communications
bwarenik@nca-online.org

Policy on Distribution of Membership Application Results

National Children's Alliance will only distribute details on the outcome of NCA membership applications to the applicant agency. This includes, but is not limited to, letters of acceptance or denial, membership recommendation forms, action plans, staff and site reviewer work product, and applications themselves. NCA will comply with any properly executed court order or legitimate and compelled request based on the Freedom of Information Act.

National Children's Alliance will verify whether or not a program is a member of NCA and at what membership level. If any CAC funder, CAC partner agency, or government agency wishes to receive details pertaining to a CAC's recent membership review, the inquiring party will be referred to the CAC itself which is free to disseminate that information.

NCA Policy on Member Structure

1. **Accredited member program with multiple sites:** If an Accredited member CAC operates multiple sites, any of these sites may apply for accredited membership in NCA provided that all criteria for accredited membership (including annual membership dues) are met and the participating agencies demonstrate agreement with the change in status.
If an Accredited CAC would wish to act as a host CAC to a Satellite member with NCA, it must demonstrate how the Satellite links to the NCA approved Chapter growth plan and does not duplicate service coverage of any existing Accredited or Associate/Developing center.
2. **An umbrella program with multiple centers:** An umbrella organization may operate more than one accredited member CAC provided that each center meets the criteria (including annual membership dues) for accredited membership.
3. **Development of multiple programs within one service area:** In communities where there is more than one developing program seeking to serve a common population, at the time any of these sites make an application for accredited membership, the following must take place:
 - a) The application must demonstrate that a collaborative protocol has been developed for the service area.
 - b) The protocol furthers the mission of CACs.

- c) The application indicates that the site meets all standards for membership in NCA.
4. **Dispute Resolution:** NCA and the RCACs will provide review and consultation to local communities where multiple programs seek to serve a common population/service area.
5. **In communities where consensus has not been reached,** NCA/RCACs will make recommendation(s) to the NCA Accreditation Committee.
6. **Development of Tribal CACs** is not considered a duplication of services when located in close proximity to majority culture CACs.

Policy on Membership Transfers

From time to time, and for various reasons, Children's Advocacy Centers (CAC) may wish to transfer the management and operation of the CAC program from one organizational entity to the other. NCA membership may be transferred to the new organizational entity provided that certain provisions are met.

Associate Membership/Affiliate Membership

- A letter of intent from the agency transferring CAC operations/management and NCA membership must be sent to the Director of Member Services and Chapter Development describing the transfer of operations/management and demonstrating that it is being accomplished with the support of the multidisciplinary team and that work towards establishing a fully functional CAC will continue.
- A letter of intent from the agency receiving CAC operations/management and NCA membership must be sent to the Director of Member Services and Chapter Development describing the transfer of operations/management and demonstrating that it is being accomplished with the support of the multidisciplinary team and that work towards establishing a fully functional CAC will continue.
- All related membership dues must be paid in full.
- After the materials have been reviewed, a letter acknowledging the transfer will be sent to the agency receiving CAC operations/management.

Accredited Membership

- A letter of intent from the agency transferring CAC operations/management and NCA membership must be sent to the Director of Member Services and Chapter

Development describing the transfer of operations/management, demonstrating that it is being accomplished with the support of the multidisciplinary team, and guaranteeing that the CAC will remain fully functional and in compliance with the NCA Standards for Accredited Members.

- A letter of intent from the agency receiving CAC operations/management and NCA membership must be sent to the Director of Member Services and Chapter Development describing the transfer of operations/management, demonstrating that it is being accomplished with the support of the multidisciplinary team, and guaranteeing that the CAC will remain fully functional and in compliance with the NCA Standards for Accredited Members..
- The NCA Affidavit of Standards Compliance must be completed by the agency receiving CAC operations/management.
- All related membership dues must be paid in full.
- After the materials have been reviewed, a letter acknowledging the transfer will be sent to the agency receiving CAC operations/management.

Please note that if the organization has any active grants with NCA, the handling of such current grants must be addressed in the above referenced letters of intent and the NCA Program Associate administering the grants needs to be contacted for additional directions.

All materials should be mailed/emailed to NCA in one packet and not be delivered individually.

Policy on Critical Incident Reporting

National Children's Alliance (NCA) requires its members to notify NCA of certain critical incidents occurring at or involving local Children's Advocacy Centers (CACs).

For this purpose, a critical incident has been defined as follows:

- **Serious Violations of Law or Regulations**, namely, credible preliminary findings involving significant issues that may place the member organization at risk or may result in a civil or criminal penalties or other serious violations of either local, state, or federal law.
- **Significant Changes in Operation Resulting in Non-compliance with the NCA Standards for Accredited Members.**
- **External Impact**, namely, any other significant case which could possibly generate negative print, television, or radio coverage (not including letters to editors, blogs, or personal correspondence); negative legislative or regulatory attention; or other such

situation that could impact NCA and its brand, reputation or operations.

Critical Incident Reporting Procedure

- Critical Incident reporting should come from the CAC's executive director, other senior CAC personnel, or board chair.
- Within 24 hours of learning of any Critical Incident, the NCA member must notify Kristie McKenney, NCA's Director of Member Services and Chapter Development, of the matter. This should first be accomplished via a phone call to 800-239-9950, ext 155, and then by submitting the attached form entitled "Critical Incident Report" via facsimile to (202) 548-0099 or scanned and emailed to Kristie McKenney at kmckenney@nca-online.org
- The Director of Member Services and Chapter Development will serve as the central point of contact to facilitate prompt, efficient, and consistent communications between the reporting organization and NCA.
- The CAC must make follow up reports to NCA at a minimum of every 3 months (or more frequently as determined by the NCA Executive Director) until the matter has been resolved.
- A final report must be made detailing the disposition of the matter at hand.

Examples of Critical Incidents

- A CAC board member has been arrested and his affiliation with the CAC has been widely reported in the local media. ***This matter should be reported.***
- The parents of an alleged victim are upset with the case outcome and have sued members of the MDT including the CAC itself. While the case may have no merit, ***this matter should be reported.***
- A CAC medical provider has terminated his/her contract with the CAC and medical services are temporarily unavailable according to protocol. A search is underway to find a new provider. In the meantime, clients are being transported to the CAC in a neighboring jurisdiction for medical services. ***This matter should NOT be reported.***

Updates to Member Profile

NCA needs your organization's updated information. The information you provide is a valuable resource to us as we use it to send correspondence to you from our national movement.

The information you provide helps your center receive customized information for the trainings and events available nationally, as well as used for reporting of DOJ funds being disbursed to our CACs and Chapters.

Please use our CAC Profile Application to help us update your organization's information by clicking on the link, below. *You must update the system with your changes within 10 days that the changes occur.*

https://www.GrantRequest.com/SID_1093?SA=SNA&FID=35153

If you are experiencing issues logging into our portal and you request a password reset but do not receive a new password in your inbox, more than likely, you have never logged into this portal and will need to **“create a new account.”**

Or

In the case that there is an existing account holder who is leaving your organization that needs to have their account transferred to you, contact our Member Services at membership@nca-online.org to transfer **the account** from the existing account holder to you

Thank you for helping us maintain our records.

IMPORTANT:

If you are currently a member with NCA, the information that you enter will automatically replace the existing record for your organization in all NCA databases. This includes your organization's name, address, Authorized Agency Representative, email, etc. It is the applicant's responsibility to ensure that the information is accurate. Any information you enter in the field below will populate your permanent NCA records, including the current grant year's documentation.

If you have an active NCA grant, the submitted form serves as a grantee notification that updates the grantee entity and signatories, per the signed cooperative agreement.

NCA Listserv Subscriber Guidelines

The on-line Request for Subscription form must be completed before a subscriber's email address is added to the list serve.

- All listserv requests for NCA listserv subscription requests must acknowledge and accept the subscriber guidelines.

- Subscribers agree that information posted or accessed will be used only for informational or educational purposes. Jokes, cartoons and executable files are prohibited.
- Whenever possible, messages should be embedded within the email posting rather than added as an attachment. Large messages that include graphics and/or attachments will be rejected automatically by the listserv software and will not be posted.
- Commercial and other unauthorized use of the listserv is prohibited.
- Subscribers may not conduct business or actively solicit actions that are prohibited by law or which violate any federal, state or local laws.
- The opinions expressed on NCA's listserv by subscribers do not necessarily reflect the opinions and beliefs held by NCA or by the United States Department of Justice.
- Messages that include libelous statements about another person or entity should not be posted on NCA's listserv. A libelous statement is one that contains false information, malicious information or information that is injurious to the reputation of another. A statement can be libelous even though a person or entity is not specifically named but can be identified by others. Again, messages of this type may not be posted on the listserv.
- Unauthorized reproduction of copyrighted material should not be posted on the listserv. If the copyright owner has not consented in writing, please do not post it on NCA's listserv.
- Listserv messages should not be posted if they encourage or facilitate listserv subscribers to arrive at any agreement which either expresses or implies an agreement to fixed prices, boycott others' businesses, or other conduct which is intended to illegally restrict free trade.
- NCA reserves the right to modify these guidelines at any time without prior notice.
- If ten or more listserv messages are returned as undeliverable from a subscriber's email address, the email address will be deleted from the NCA listserv database. Submission of a new Request for Subscription form will be required before the subscriber's email address is reinstated.
- If a subscriber changes his/her email address, please notify the Listserv Administrator within 5 business days at membership@nca-online.org. Subscribers will be required to complete a new subscription request form in order to post messages to the list serve with the new email address.
- All requests to use the listserv for research purposes, must include the following supportive documentation: a) Detailed information regarding the individual researcher and the educational institution with which they are affiliated; b) Research proposal; c) IRB application and approval documents; d) Sample of proposed research tool or survey instrument. Copies of any related disclosures, releases, or consent forms; f) Written confirmation that NCA will receive a copy of the final research document. Only upon review and approval of all materials by the Executive Director will the invitation to participate be posted on the listserv.

NCA Email Etiquette

Below are some simple guidelines for electronic mail etiquette. It does not mandate any particular style or rules. Rather it is an attempt to highlight important issues affecting the electronic mail we send.

- Never send anything you would not want to see in tomorrow's newspaper. There are no security guarantees with electronic mail. Avoid sending ANY confidential or sensitive information via email. Remember, it's very easy for someone else to forward messages you thought were confidential.
- When you are upset or angry, learn how to use the 'postpone' and/or 'save-as-draft' commands. Review the message after you have had time to calm down.
- Do not send abusive, harassing or threatening messages.
- Be cautious when using sarcasm and humor. Without facial expressions and tone of voice, they do not translate easily through email.
- Keep messages and replies brief.
- Use email in a professional manner. Remember, you cannot control where your message might be sent.
- Do not send chain letters through email. This includes any message that contains a request to forward the information to lots of other people.
- Do not leave your email account open when you leave your computer. Anyone could sit down at your keyboard and send out libelous / offensive / embarrassing messages under your name.
- Do not send replies to 'all recipients' unless there is a very specific need for everyone to receive the message. It wastes disk space, clutters up inboxes and is annoying to the other 600 people who receive the unwanted messages.
- When replying, keep messages brief and to the point. Do not reproduce a message in its entirety. Be selective with what you reproduce and only do it as needed.
- Remember that all laws governing copyright, defamation, discrimination and other forms of written communication also apply to email.