



DEPARTMENT OF THE NAVY
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CNICINST 1752.2A
N9
15 Mar 2013

CNIC INSTRUCTION 1752.2A

From: Commander, Navy Installations Command

Subj: MONTHLY SEXUAL ASSAULT PREVENTION AND RESPONSE VALIDATION PROCEDURES

Ref: (a) CNIC EXORD REV 2(12-49b) of 21 Dec 2012
(b) CNICNOTE 5214 of 12 Jul 2012

Encl: (1) Monthly SAPR 24/7 Telephone Verification Template
(2) Monthly SAPR 24/7 Response Validation Template
(3) SAPR Validation Procedure Waiver Template
(4) Advertising/Web Page Format

1. Purpose. To implement changes in the CNIC Enterprise sexual assault prevention and response (SAPR) procedures to include the incorporation of a three-tiered phone response option for continental United States (CONUS) locations to ensure access to SAPR services as outlined in reference (a). The Department of Defense (DoD) Safe Helpline (877-995-5247) will continue to be the primary number advertised as the Navy's 24/7, crisis intervention sexual assault response line. In addition to the Safe Helpline number, the validated local Duty SAPR Victim Advocate (VA) and two nearest Sexual Assault Response Coordinator (SARC) phone numbers will be posted at the installation, added to posted materials including locally produced products and on the installation's websites.

2. Cancellation. CNICINST 1752.2 dated 17 Jun 2011.

3. Background. All Navy installations currently advertise the DoD Safe Helpline, operated by the Rape, Abuse, and Incest National Network (RAINN), and the local 24/7 SAPR contact number. During audits by the Navy Audit Service, ninety percent was the maximum sustainable success rate for meeting response time of less than one hour. The three-tiered response protocol was developed to ensure installations meet standards of performance despite the limitations of cell phones and to overcome single points of failure. This instruction

standardizes the process for ensuring that victims are able to receive SAPR support services 24/7.

4. Responsibilities

a. CNIC Family Readiness (N91) is responsible for:

(1) Ensuring DoD Safe Helpline staff receives training on the Navy three-tiered response protocol. The following represents the Navy protocol:

(a) Step 1: The DoD Safe Helpline will attempt a warm handoff to the primary number, the local Duty SAPR VA. If the warm handoff occurs, the local Duty SAPR VA will immediately provide advocacy and support in accordance with current policy.

(b) Step 2: If the call to the local Duty SAPR VA is not answered immediately, the DoD Safe Helpline representative will attempt a warm handoff to the secondary number, an Installation SARC. If the warm handoff occurs, the Installation SARC will immediately provide advocacy, support and case management in accordance with current policy. Installation SARC will subsequently assign a local SAPR VA to the victim.

(c) Step 3: If the call to the Installation SARC is not answered immediately, the DoD Safe Helpline representative will attempt a warm handoff to the tertiary number, the nearest Navy Installation SARC. If the warm handoff occurs, the nearest Navy Installation SARC will immediately provide advocacy and support in accordance with current policy. The nearest Navy Installation SARC will subsequently conduct a warm handoff with local duty SAPR VA and/or Installation SARC when possible.

(d) Step 4: If the calls to the three service-specific numbers are not answered, the DoD Safe Helpline representative will discuss options with the victim. The victim will be given the choice of leaving a message with the local Duty SAPR VA or receiving assistance from other resources offered by the DoD Safe Helpline representative (e.g., hospital information, Chaplain, local Rape Crisis Center, etc.). The DoD Safe Helpline representative will provide restricted and unrestricted reporting options prior to the warm handoff.

(e) Victims who identify themselves to the DoD Safe Helpline representatives as Navy Reserve personnel will be offered and provided a warm handoff to the nearest Navy

Installation or stand alone Navy Operational Support Center (NOSC) SAPR VA. If the call to the Installation or NOSC SAPR VA is not answered immediately, the DoD Safe Helpline representative will attempt a warm handoff to the two closest Installation SARCs. If the calls to the three service-specific numbers are not answered, the DoD Safe Helpline representative will follow step 4 (above).

(2) Ensuring Region Commanders (REGCOMs) submit enclosures (1) and (2) as part of the SAPR monthly report.

(3) Ensuring CNIC Battle Watch Captains (BWCs) conduct random monthly calls to ten percent of the Installation Duty SAPR VA 24/7 response numbers to validate SAPR VA availability, and submit results via enclosures (1) and (2).

(4) Ensuring regions and installations have the DoD Safe Helpline button prominently displayed on their respective home pages.

(5) Ensuring installation policy waiver requests are processed.

(6) Ensuring Public Affairs and Navy Chief of Information (CHINFO) update all marketing materials, posted materials including locally produced products, websites with local response numbers.

(7) Ensuring installations display the contact numbers for Duty SAPR VA and Installation SARC numbers. The Duty SAPR VA and Installation SARC contact numbers shall be displayed on the Web Homepages as well as in the Fleet and Family Support Centers, Commissary, Navy Exchange, Residence Halls, Barracks, Navy Gateway Inns and Suites, Navy Lodges, all MWR facilities and other areas where Sailors frequent.

(8) Ensuring validated and updated Navy 24/7 SAPR response lines for each installation are provided to the DoD Safe Helpline. Three lines per CONUS installation and NOSC shall be forwarded to DoD.

(9) Ensuring self identified Navy victims are offered a warm handoff to a local SAPR VA or SARC when requested, utilizing the three-tiered process.

(10) Providing the required secondary and tertiary phone numbers to be advertised by stand alone NOSCs and for use by the DoD Safe Helpline.

b. REGCOMs are responsible for:

(1) Ensuring CONUS installations have at least three permanent phone numbers identified for that installation's SAPR 24/7 response.

(2) Ensuring installations outside the Continental United States (OCONUS) publish three 24/7 response numbers if available, in addition to the Safe Helpline number. At a minimum the 24/7 number for the Duty SAPR VA shall be displayed. The number for the Installation SARC should be displayed if a 24/7 number is available.

(3) Assist Installation Commanding Officers (COs) efforts to validate program effectiveness by using the Regional Operation Centers (ROCs) to conduct one hundred percent spot check validity of SAPR emergency contact information monthly.

c. Installation COs are responsible for:

(1) Ensuring validity and accuracy of SAPR emergency contact information. The SAPR program is a Commanding Officer's program. The Commanding Officer ensures program effectiveness through the efforts of the SARC and the use of ROC monthly audit to avoid unnecessary additional phone audits of the Duty SAPR VAs and SARC numbers.

(2) Ensuring the DoD Safe Helpline contact information is displayed throughout the installation.

5. Action

a. CNIC Fleet & Family Readiness (N9) shall:

(1) Compile Region and Headquarters (HQ) Battle Watch Captain (BWC) input by the 20th of each month and provide to the CNIC Chief of Staff along with any other appropriate requested requirements.

(2) Provide discrepancies from the consolidated monthly regional input to the HQ BWC for validation in subsequent monthly spot checks.

(3) Provide policy waiver request dispositions within five working days of receipt to the region via the HQWEB Taskers Correspondence Management System (Taskers). Examples of waivers include those for installations with cell phone reception issues and for use of local Rape Crisis Centers to provide response services that might not be available at some very small installations or Navy Operational Support Centers (NOSC).

(4) Conduct monthly random audits of the DoD Safe Helpline to ensure self identified Navy victims are offered a warm handoff to a local SAPR VA or SARC when requested, utilizing the three-tiered process. DON SAPRO, OPNAV N135 and the Naval Audit service may also conduct audits to ensure the effectiveness and reliability of the three-tiered process.

b. BWCs shall:

(1) Make monthly calls to a random ten percent sampling of the SAPR VA 24/7 response number at each installation to validate SAPR VA availability. Calls will also include contacting installations that failed connectivity checks the previous month. BWC shall notify CNIC leadership directly in accordance with reference (b).

(2) Notify CNIC N9 if no response is received from the SAPR VA within one hour and if discrepancies exist as previously reported by the ROC.

c. REGCOMs shall:

(1) Ensure OCONUS Installations have at least one permanent phone number and CONUS Installations have three permanent phone numbers identified for the installation 24/7 SAPR response. "Call-forwarding" to government-funded cell phones or land lines will ONLY be used, as needed, to ensure an on-call SAPR VA is accessible at all times via this number.

(2) Ensure OCONUS websites publish the DSN prefix for accessing toll free numbers and the international access code needed to contact the DoD Safe Helpline from off-base or cell phones. For OCONUS locations, continue to verify the required access codes for both DSN and cell phones.

(3) Ensure government-funded dedicated cell phones are provided to Duty SAPR VAs and SARCs. Personal phones and cell

phones are not authorized to be advertised or used as local 24/7 SAPR response lines.

(4) Establish procedures to routinely validate the accuracy of SAPR emergency contact information.

(5) Check voice mail messages to ensure use of the approved script with updated contact information (see paragraph 5e(5) below).

(6) Verify on-call watch-standers return calls within one hour in accordance with established guidance.

(7) Ensure enclosures (1) and (2) are submitted to CNIC N91 no later than the 10th of every month.

(8) Endorse installation policy waiver requests for possible relief from any of the requirements of this instruction and forward to CNIC via Taskers.

d. ROCs shall:

(1) Conduct 100 percent random weekend or after-hours spot checks using current procedures as established by regions and ensure local 24/7 response phone number is properly forwarded to the Duty SAPR VA's cell phone.

(2) Return the call within one hour if the Duty SAPR VA does not answer during their spot check.

(3) Ensure the Duty SAPR VAs identify themselves as a SAPR VA in accordance with restricted reporting requirements.

(4) Identify discrepancies per reference (b), including notification to CNIC HQ BWC if response is not received from the SAPR VA within one hour of attempt.

(5) Immediately report any discrepancies discovered to the installation CO and REGCOM. Corrective actions to remedy the discrepancy are to be initiated within two hours.

(6) Verify discrepancies have either been corrected or corrective action initiated at the end of two hours and continue the two-hour follow-up cycle until corrected. If not corrected within four hours, the ROC shall notify the CNIC HQ BWC of the problem and provide an estimated resolution time. (TEL: (202)

433-0226/0259, FAX: (202) 433-6535 DSN: 288-0226/0259/6535).
If a posted number is inaccurate or has changed, the
installation SARC shall contact the CNIC SAPR Program Manager or
representative as soon as possible to ensure the DoD Safe
Helpline database is updated.

(7) Use enclosure (2) as a template for conducting
random weekend or after-hours spot checks.

e. Installation COs shall:

(1) Display contact information for the DoD Safe
Helpline, Duty SAPR VA, and SARC throughout the installation.

(2) Ensure all Installation SARC and Duty SAPR VA phone
numbers are correct.

(3) Verify that installation SARCs have provided 24/7
Duty SAPR VA coverage at all times, via a published SAPR VA
watch bill.

(4) Confirm SARCs provide call response training to SAPR
VAs using established region procedures.

(5) Ensure all local SAPR response line voicemail
systems utilize the below script:

(a) SARCs: "You have reached the Sexual Assault
Response Coordinator for (name of installation). I am not able
to answer the phone right now, however your call is important to
me. If you are in danger or this is an emergency, please dial
9-1-1 or (number of local base security) immediately. Immediate
Crisis Intervention assistance for a sexual assault incident is
also available via the DoD Safe Helpline at 877-995-5247. To
reach the Duty SAPR VA for the installation please dial (provide
Duty SAPR response number) or the SARC at (list installation and
number for SARC at closest installation). Otherwise I will
return your call within 60 minutes."

(b) SAPR VAs: "You have reached the SAPR Victim
Advocate for (name of installation). I am not able to answer
the phone right now, however your telephone call is important to
me. If you are in danger or this is an emergency, please dial
9-1-1 (or number of base security) immediately. Immediate
Crisis Intervention assistance for a sexual assault incident is
also available via the DoD Safe Helpline at 877-995-5247. To

reach the SARC for the installation please dial (provide SARC Duty number) or the SARC at (list installation and number for SARC at closest installation). Otherwise I will return your call within 60 minutes."

(5) Report any discrepancies immediately to the REGCOM.

(6) Initiate corrective actions to resolve discrepancies within two hours.

(7) Submit enclosures (1) and (2) to CNIC N91, via the REGCOM no later than the 10th of every month.

(8) Request a waiver for any deviations from the aforementioned policy by submitting a request via the region through OPNAV HQWeb Taskers. Enclosure (3) provides a template for policy waiver requests.

f. Commander, Navy Reserve Forces Command shall:

(1) Ensure each stand alone (i.e. not located on a military installation) NOSC posts the DoD Safe Helpline number (877-995-5247), hyperlink, and texting number (CONUS 55-247 or OCONUS 202-470-5546) on each stand alone NOSC website.

(2) Ensure each stand alone NOSC posts the 24/7 duty phone numbers for the local SAPR VA and the two installation Navy SARCs.

(3) Provide the 24/7 SAPR VA duty phone number for each stand alone NOSC to CNIC. All dedicated 24/7 duty phone numbers shall be government issued.

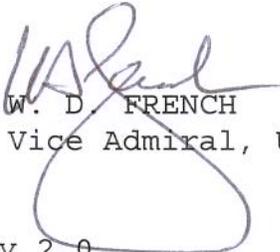
(4) Validate the NOSC's' 24/7 SAPR VA duty phone numbers. Report any discrepancies and/or updates to CNIC immediately.

(5) Ensure all 24/7 SAPR VA duty phone number line voicemail systems utilize the below script:

"You have reached the SAPR Victim Advocate for (name of installation). I am not able to answer the phone right now however, your telephone call is important to me. If you are in danger or this is an emergency, please dial 9-1-1 (or number of base security) immediately. Immediate Crisis Intervention assistance for a sexual assault incident is also available via the DoD Safe Helpline at 877-995-5247. To reach the SARC for

the DoD Safe Helpline at 877-995-5247. To reach the SARC for the installation please dial (provide SARC Duty number) or the SARC at (list installation and number for SARC at closest installation). Otherwise I will return your call within 60 minutes."

(6) Require all Navy Operation Support Centers (NOSC) located on Navy installations comply with the installation's requirements. NOSC located on other service installations shall ensure the local sexual assault support service numbers are available and posted.


W. D. FRENCH
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CNICINST 1752.2A
15 Mar 2013

SAPR VALIDATION PROCEDURE WAIVER TEMPLATE

1752
Ser
DD MMM YYYY

From: Commanding Officer, [*Installation*]
To: Commander, Navy Installations Command (N91)
Via: Commander, Navy Region [*Region*]

Subj: SAPR VALIDATION PROCEDURE WAIVER TEMPLATE

Ref: (a) CNICINST 1752.2A

1. In accordance with reference (a), request a waiver for deviation to the SAPR validation procedure.
2. Justification: [*Explain why waiver is being requested*]
3. Point of contact:

NAME OF SIGNER

Enclosure (4)

ADVERTISING/WEB-PAGE FORMAT

1. In order to ensure proper victim support it is essential that a consistent message be delivered regarding the advertising of the DoD Safe Helpline number and website and the local victim support service numbers, both on the installation's web-site and on other appropriate postings.
2. The DoD Safe Helpline number (877-995-5247) is the 24/7 Sexual Assault Crisis Intervention Response Line. It is also available via Text (55-247 in the US and 202-470-5546 outside the US). The web-site is enabled for live chat at www.SafeHelpline.org. The Safe Helpline will always be answered by a live Victim Care Specialist (VCS) who is trained to provide a warm handoff to local Navy SAPR Victim Advocate to self-identified Navy callers. The Safe Helpline VCS will stay on the line with the victim until the warm handoff is accomplished using the three tiered system.
3. Local numbers will be posted for the Duty SAPR VA, the Installation SARC (nearest installation SARC for NOSCs) and the next nearest Installation SARC (or for installations with multiple SARCS, an alternate SARC). When full time SAPR VAs are hired, theirs will be the second number and the local installation SARC will be the third number posted.
4. The following statement should be posted in its entirety on installation websites with the correct phone numbers inserted. In addition the DoD Safe Helpline Button with Text, Phone and Website info should also be posted.



The DoD Safe Helpline number is the 24/7 Sexual Assault Crisis Intervention Response Line. If you need immediate support services, you should call the DoD Safe Helpline.

If local sexual assault victim assistance is requested, please call the following numbers, in order. If none of the three are immediately available please leave a message or contact the DoD Safe Helpline for immediate assistance.

1. **DUTY SAPR VA: XXX-XXX-XXXX**
2. **NAS Loud Jet SARC: XXX-XXX-XXXX**
3. **NAVSTA Grey Boat SARC: XXX-XXX-XXXX**