



DEPARTMENT OF DEFENSE
SEXUAL ASSAULT PREVENTION AND RESPONSE OFFICE



TOPIC: “No Wrong Door” APPROACH

JULY 2024

Topics from Deputy Secretary of Defense Memo, “Updates to Department of Defense Policies to Enhance Support for Adult Sexual Assault Victims,” signed May 2024. Available at www.sapr.mil/latest-policy-updates.

Paragraph 4, Policy, of DoDI 6495.02, Volume 1, as follows:

Implements a “No Wrong Door” approach.

“No Wrong Door” Approach

r. DoD Components shall implement a “No Wrong Door” approach that requires trained DoD personnel provide a “warm handoff” to the appropriate resource, service provider, or point of contact (POC), whenever possible.

No Wrong Door is an approach used by all responders so that a person seeking services from an organization will be assisted either by direct support or a warm handoff, with the goal of obtaining timely care or advocacy.

Required meeting to stand-up the “No Wrong Door” approach and Oversight at Quarterly Case Management Group (QCMG) Meeting

(1) Lead representatives of SAPR, Equal Opportunity, Family Advocacy Program (FAP), Victim Witness Assistance Program (VWAP), healthcare (medical and mental health), SVC/VLC/VC, and chaplains at an installation must meet monthly during the first three months after the issuance of their component’s “No Wrong Door” policy to foster liaisons, confirm warm handoffs, and identify any challenges or solutions. After the first three months have elapsed, the Installation Commander, at the Quarterly Case Management Group (QCMG) meetings, will ensure these representatives meet at a minimum on a quarterly basis and take steps to ensure the No Wrong Door policy is being executed properly.

(2) The Lead SARC will brief any issues and solutions related to No Wrong Door involving adult sexual assault reports to the Chair at the QCMG meeting.

What is a warm handoff?

A handoff that is conducted between two responders or providers, while making every effort to protect the victim’s privacy. The responder, who was initially approached by the victim, will conduct a warm handoff by accompanying the victim to the correct location in person or, through an approved virtual platform, or through a conference call to introduce them to the appropriate resource, service provider, or POC.

Does the lack of requirements to provide another service to a DoD Civilian employee conflict with the No Wrong Door policy?

No. You do not have the requirement to provide SAPR services to all DoD Civilian employees, but it does not prevent you from making sure that the DoD Civilian employee victim gets to the appropriate SAPR Program to make their report. The No Wrong Door policy does not mean that you have to provide everyone who comes to your door with all available services. It means that

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a person seeking services from an organization will be assisted either by direct support or a warm handoff with the goal of obtaining timely care or advocacy.