



DEPARTMENT OF DEFENSE SEXUAL ASSAULT PREVENTION AND RESPONSE OFFICE



“No Wrong Door Approach” for Sexual Assault Response Coordinators (SARCs) and SAPR Victim Advocates (VAs)

Sexual assault is a crime that harms our Service members and DoD community. DoD is committed to ensuring all adult sexual assault victims, and those affected by other harmful behaviors such as sexual harassment and domestic violence, have easy access to the care and support they need to recover and return to full mission readiness. DoD is committed to a “No Wrong Door” approach, meaning that everyone seeking help will be connected with available assistance that best fits their needs. Help seekers will be met with understanding and immediate assistance, regardless of where they initially seek help within different DoD resource offices. DoD will connect military members to the right resources as quickly as possible.

The core of the “No Wrong Door” approach is to create a supportive environment where victims are met with understanding and assistance, ensuring they are never told “you are at the wrong office” or left to navigate the system alone.

Recognizing the importance of immediate support, DoD requires all components to adopt a “No Wrong Door” approach. Trained personnel must offer a “warm handoff” (a personal, supportive connection) to the appropriate resource, service provider, or other point of contact, ensuring help seekers receive timely care and advocacy without delay or confusion.

A warm handoff is conducted between two responders or providers and makes every effort to protect the help seeker’s privacy. The DoD responder who was initially approached will conduct a warm handoff by accompanying the individual to the correct DoD location in person, through an approved virtual platform, or through a conference call. Referrals to civilian resources may also be provided.

SARC and SAPR VA Questions

Does the “No Wrong Door” approach mean that I have to provide advocacy services to every victim even if they are outside my SAPR program area? For example, do I have to provide services to all victims of sexual harassment or domestic violence?

No. SARCs and SAPR VAs specialize in crisis intervention and safety assessments within the SAPR program, and they are committed to connecting all victims with the support they need. However, they do not provide full, ongoing advocacy and case management to victims outside the SAPR program. SARCs do provide a warm handoff to relevant resources for individuals requiring services beyond the SAPR program’s scope, ensuring a seamless transition to appropriate care.

SARCs and SAPR VAs are authorized to provide direct services for SAPR-related issues, including associated retaliation reports, because it is:

- Covered under the Defense Sexual Assault Advocacy Certification Program (D-SAACP) credentialing,
- Protected by Military Rule of Evidence 514, since advocacy-related communications for a case arising under the UCMJ are covered in the UCMJ privilege, and
- Covered in the position description for employment under the Sexual Assault Response Workforce (SARW) Model

Additionally, advocacy must be limited to the policies, victim rights, and applicable laws for which you have received training and are certified to perform.

What do I do if a victim approaches me with a non-SAPR related issue?

First, assess whether the victim’s safety is at risk, and if so, contact the appropriate DoD authorities, civilian law enforcement, or emergency care. Then, identify the appropriate DoD office for the victim’s needs. Provide a warm handoff by accompanying the victim in person, via approved virtual platform, or through a conference call to introduce them to the relevant resource, service provider, or point of contact.

For more information, please visit www.sapr.mil.

For confidential victim assistance, call or visit the DoD Safe Helpline at 877-995-5247 or safehelpline.org.



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I am a SARC, but I do not know any of the other service providers or points of contact on my installation. Where can I locate them, especially on a Joint Base or in a joint environment where there are multiple?

The DoD Safe Helpline provides a database of responders at safehelpline.org/nearme. Users can enter the zip code (CONUS) or base name (CONUS and OCONUS) to obtain contact information for SARCs and SAPR VAs, medical and mental health service providers, Special Victims' Counsel/Victim's Legal Counsel/Victims' Counsel, chaplains, civilian sexual assault providers, and military police. For contact information for Military Equal Opportunity, Family Advocacy Program, and Victim/Witness Assistance Program, contact your installation leadership.

How do I know if "No Wrong Door" is working at my installation?

At SAPR Quarterly Case Management Group (SARBs, SACMGs, etc.) meetings, the installation commander will ensure representatives meet at a minimum on a quarterly basis and take steps to ensure the "No Wrong Door" approach is being executed properly.

Oversight & Resolution of Issues During the QCMG Meetings:

- The QCMG Chair will schedule discussions on a quarterly basis. During QCMG meetings, the implementation of the "No Wrong Door" approach and any barriers or challenges with warm handoff resources will be a discussion topic.
- The QCMG Chair will confirm that representatives from the SAPR program, MEO, FAP, VWAP, healthcare (medical and mental health), SVC/VLC/VC, and chaplains meet on a quarterly basis to foster liaisons, confirm warm handoffs, and identify any challenges and solutions.
- The Lead SARC will brief any issues and solutions related to "No Wrong Door" involving SAPR adult sexual assault reports to the Chair at the QCMG meeting.
- The QCMG discussion will be documented on the DD Form 2910-6, "Quarterly Case Management Group (QCMG) Meeting Notes for the Sexual Assault Prevention and Response (SAPR) Program." See below for additional details.

1. QUARTERLY CASE MANAGEMENT GROUP (QCMG) CHAIR RESPONSIBILITIES

A. I, (CMG Chair Rank Full Name) _____ (☐ Installation Commander, or ☐ Deputy Installation Commander),
at the following Installation or location (name, city, state) _____ confirm that I scheduled and held a
meeting of the Quarterly Case Management Group on (date) _____ that addressed the following topics:

(Please initial to confirm. The QCMG Chair is required to inquire about each topic, even though the answer to some topics may be that they are "not applicable".)

1. System coordination challenges among CMG members.
2. Timely victim access to medical care and mental health care.
3. Timely victim access to victim advocacy, legal (Special Victims' Counsel/Victims' Legal Counsel (SVC/VLC)), spiritual, and other services within the installation and through established agreements with external civilian agencies.
4. High Risk Response Team (HRRT) and other organizational responses to victim safety issues, to include safety assessments for Restricted and Unrestricted report victims.
5. Retaliation reporting and other associated data.
6. Timeliness of moves after approved Expedited Transfer requests.
7. Resource sharing in joint environments.
8. Tenant commander concerns.
9. Reporting and service access trends for the installation.
10. Implementation of "No Wrong Door" approach and any barriers or challenges with warm handoff resources. The QCMG Chair will confirm that representatives from SAPR Program, Military Equal Opportunity (MEO), FAP, VWAP, healthcare (medical and mental health), SVC/VLC/VC, and chaplains meet on a quarterly basis to foster liaisons, confirm warm handoffs, and identify any challenges and solutions.
11. Any other concerns raised to the QCMG Chair and Co-Chair: _____
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