California Emergency Management Agency
Public Safety and Victim Services Programs
3650 SCHRIEVER AVENUE
MATHER, CALIFORNIA 95655
(916) 324-9200

January 11, 2010

Teri McCune-Oostra
Executive Director
Rural Human Services
286 M Street
Crescent City, CA 95531

SUBJECT: Corrective Action Receipt Letter
GRANT #: DV09091047
RECIPIENT NAME: Rural Human Services

Dear Teri:

On September 29-30, 2009, Nurk Franklin, Senior Program Specialist, California Emergency Management Agency (Cal EMA) - Domestic Violence Section, conducted a site visit on the Domestic Violence Assistance Program (DVAP) operated by Rural Human Services.

In your Performance Assessment Report letter you were notified of corrective actions to be taken as a result of missing information and/or documentation during the site visit and to provide Cal EMA with the requested documentation by a specified date.

This letter is to certify that I am in receipt of the documents that you were requested to provide and after further review I am pleased to announce that your agency is now in compliance with Cal EMA requirements in every single area of the performance assessment.

I will be placing copies of the documents in your DV09/10 file and only a copy of this letter in your master file at Cal EMA headquarters. Please keep this letter for your records and keep in mind that you will be required to provide all requested documents again for future site visits but these are good for three years.

We appreciate the time and effort that you have put into making the necessary corrections to help your program become compliant with Cal EMA requirements. If you have any questions, please contact me at (916) 324-9222 or Joimeiko.Coulbourn@calema.ca.gov.

Joimeiko Coulbourn

Joimeiko Coulbourn
Criminal Justice Specialist
Domestic Violence Section

c: Cal EMA R&R Logistics

STATE OF CALIFORNIA

COPY

ARNOLD SCHWARZENEGGER, Governor

California Emergency Management Agency
LAW ENFORCEMENT AND VICTIM SERVICES DIVISION
3650 SCHRIEVER AVENUE
MATHER, CALIFORNIA 95655
(916) 324-9194

November 25, 2009

Teri McCune-Oostra
Executive Director
Rural Human Services
286 M Street
Crescent City, California 95531

RE: Performance Assessment Report for Grant Award #DV09091047

Dear Ms. McCune-Oostra, Teri

I want to thank you and the Rural Human Services staff for time spent with me during the Performance Assessment of your Domestic Violence Project grant (DV09091047) on September 29-30, 2009. It was a pleasure to tour your spacious office site as well as visit your comfortable and well-maintained shelter.

As we discussed, the following finding and corrective action is necessary in order to bring your project into grant compliance:

Personnel Policies

Finding: Among other requirements, Personnel Policies must include grievance policies.

Citation: In order to comply with Equal Employment Opportunity (Recipient Handbook Section 2151), the project must have a mechanism in place for employee grievance should the need arise.

Corrective Action: The agency must include a grievance policy in its Personnel Policies. A copy of this policy is due to Cal EMA by **January 15, 2010**.

Enclosed for your files is a copy of the Performance Assessment form completed during our visit. Again, it was great visiting your agency, shelter and staff.
The work you do for survivors of domestic violence is vital and I commend you and your staff for a job well done!

If you have any questions or concerns, or if I can be of any assistance as you complete the required corrective action, please do not hesitate to contact me at 916.324.9194, or via e-mail at nurk.franklin@oes.ca.gov.

Sincerely,

Nurk Franklin

Nurk Franklin
Senior Program Specialist
Law Enforcement and Victim Services Division
Domestic Violence Branch

enclosure

cc: CalEMA R&R Logistics section

CALIFORNIA EMERGENCY MANAGEMENT AGENCY
DOMESTIC VIOLENCE ASSISTANCE PROGRAM
PERFORMANCE ASSESSMENT

Grant Number: DV09091047
Project Title: Rural Human Services
Grant Period: 07/01/09 – 06/30/10

Date Performance Assessment Sent: _____

Implementing Agency: **RURAL HUMAN SERVICES**
Address: 286 M Street, Crescent City, California 95531

Primary Contact: Teri McCune-Oostra
Title: Executive Director
Telephone: (707) 464-7441

PERSONS INTERVIEWED

Agency – Staff and Title

Teri McCune-Oostra, Executive Director
Jodi Appel, Project Director
Don Youtsey, Fiscal Director
DJ Ramsey, Operations Manager
Darci Wilson, Fiscal Coordinator

Other: Agency, name, and telephone

Harrington House (707) 465-3013

Distribution: Original retained in the Grant Unit file. Copies to Grant Recipient and Specialist File.

Program Specialist: _____ Date submitted: 11-18-09

Section Chief: _____ Date approved: 11-18-09

As the result of SB 914 (added by Stats. 2004, ch. 840), codified as Penal Code Sections 13823.15, 13823.16, and 13837.1, the performance assessment may be one factor taken into consideration in the reduction or denial of funding.

A.	PROGRAM GOALS PROGRESS IN MEETING	Y	N	Comments	Resolved Date
	Domestic Violence Assistance Program				
	1. Operational Documents – The project has a current copy of:				
	a. The OES Recipient Handbook [RH].	✓		Provided TA on use of on-line handbook	
	b. The Program Guidelines and Service Standards.	✓			
	c. The Grant Award Agreement.	✓			
	d. Current Operational Agreements on file with:				
	(1) Law Enforcement	✓			
	(2) District Attorney	✓			
	(3) Victim Witness	✓			
	(4) Child Protective Services	✓			
	(5) Local hospitals	✓			
	(6) Local schools	✓			
	(7) Other DV Shelters	✓			
	2. Objectives –				
	a. Maintain 24-hour crisis hotline *{RFP p.36 §3a}*				
	(1) Crisis line staffed 24 hours a day, 7 days a week.	✓		Staffed and answered at shelter	
	(2) Documentation procedures ensure accurate statistical data on progress report (PR).	✓			
	(3) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 28% year-to-date	
	b. Counseling to adult DV victims *{RFP p.37 §3a}*				
	(1) Free individual and group counseling provided to adult DV victims.	✓		Groups: DV Education, Personal Growth & Development, Seeking Safety I & II, Communication Skills	
	(2) If counseling referred, OA on file with service providers.	✓			
	(3) Documentation procedures ensure accurate statistical data on PR.	✓			
	(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 49% year-to-date	
	c. Business Center *{RFP p. 37 §3a}*				
	(1) Business center open during routine business hours.	✓		M-F, 8am – 5pm	

				Y	N	Comments	Resolved Date
			(2) Staff coverage provided during lunchtime and staff meetings.	✓			
			(3) Documentation procedures ensure accurate statistical data on PR.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 49% year-to-date	
		d.	**Emergency Shelter** ***{RFP p.38 §3a}***				
			(1) Physical shelter exists.	✓			
			(2) Emergency shelter provided to DV victims and their children 24 hours per day.	✓			
			(3) Victims and children with disabilities accommodated.	✓		ADA compliant	
			(4) Children's services provided.	✓			
			(5) Accommodations for schooling made while children are in shelter.	✓		2 schools on same block	
			(6) Written protocol for reporting suspected child abuse in place.	✓			
			(7) Documentation procedures ensure accurate statistical data on PR.	✓			
			(8) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 69% year-to-date	
		e.	**Emergency food and/or clothing** ***{RFP p.38 §3a}***				
			(1) Emergency food and/or clothing provided to DV victims and their children.	✓		On-site	
			(2) If emergency food and/or clothing is referred, OA on file with service providers.	✓		2 other sites in town	
			(3) Documentation procedures ensure accurate statistical data on PR.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 49% year-to-date	
		f.	**24 hour emergency response to Law Enforcement (LE)** ***{RFP p.39 §3a}***				
			(1) Written protocol in place to address LE referrals.	✓			
			(2) Current OA on file with local LE.	✓		Current through 6/30/10	
			(3) Documentation procedures ensure accurate statistical data on PR.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 60% year-to-date	
		g.	**24 hour response to hospital emergency rooms** ***{RFP p.39 §3a}***				
			(1) Written protocol in place to address emergency room referrals.	✓			
			(2) Current OA on file with local emergency rooms.	✓		Current through 6/30/10	
			(3) Documentation procedures ensure accurate statistical data on PR.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 10% year-to-date	

				Y	N	Comments	Resolved Date
		h.	**24 hour transportation to shelter or other safe location** ***{RFP p.39 §3a}***				
			(1) Emergency transportation provided 24/7 to shelter or other safe location.	✓		Project owns van	
			(2) Documentation procedures ensure accurate statistical data on PR.	✓			
			(3) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 68% year-to-date	
		i.	**Counseling to children of DV victims** ***{RFP p40 §3a}***				
			(1) Free, age-appropriate counseling provided to children of DV victims.	✓		Child Advocate on staff	
			(2) If counseling is referred, OA on file with service providers.	✓		CHAT Program	
			(3) Documentation procedures ensure accurate statistical data on PR.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 51% year-to-date	
		j.	**Court and Social Service Advocacy for DV victims** ***{RFP p.40 §3a}***				
			(1) Victim advocacy to social services agencies provided.	✓			
			(2) Court accompaniment provided.	✓			
			(3) Documentation procedures ensure accurate statistical data on progress report.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 60% year-to-date	
		k.	**Legal Assistance** ***{RFP p.40 §3a}***				
			(1) Legal assistance with TRO's and other protective and/or custody orders.	✓			
			(2) If legal assistance is referred, OA on file with service providers.	✓		Victim Witness OA through 6/30/10	
			(3) Documentation procedures ensure accurate statistical data on PR	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 60% year-to-date	
		l.	**Local community services** ***{RFP p.41 §3a}***				
			(1) Involvement in local DV Council or other collaborative partnerships.	✓			
			(2) Referrals made to other agencies in the DV services network.	✓			
			(3) Documentation procedures ensure accurate statistical data on PR.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 50% year-to-date	
		m.	**Household establishment** ***{RFP p.41 §3a}***				
			(1) DV victims receive assistance establishing a new residence.	✓			
			(2) If household establishment assistance is referred, OA on file with service providers.		N/A		
			(3) Documentation procedures ensure accurate statistical data on PR.	✓			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	✓		At 10% year-to-date	

B.	AGENCY ORGANIZATION			Y	N	Comments	Resolved Date
	1.	Organization					
		a.	Reporting Lines of Authority same as in Grant Award Agreement.	✓			
		b.	Grant Award Agreement positions listed on Organizational Chart.	✓			
		c.	Duties performed by staff match those listed in Grant Award Agreement and are allowable by funding source(s).	✓			
	2.	Board of Directors					
		a.	Formal selection process for new board members.	✓		Utilizes a BOD Development Committee	
		b.	Trained on project's history, goals, funding sources, expectations and responsibilities, article of incorporation and personnel policies.	✓			
		c.	Governed by written by-laws.	✓			
		d.	By-laws require **up to 12** board members.				
		e.	Board currently consists of **12** members.				
	3.	Agency/Facilities					
		a.	Agency open during normal business hours.	✓			
		b.	Agency follows closure procedures per the RFA/RFP requirements.	✓			
		c.	Space budgeted in grant award agreement is used for designated purposes.		N/A	Project does not charge rent	
	4.	Administration (RH 2151 & 2153)					
		a.	CBO bonding contract on site and for correct amount.	✓			
		b.	CEQA documentation on file.	✓		Built new shelter in 2002; CEQA on file	
		c.	Equal Employment Opportunity policy posted.	✓			
		d.	Policy prohibiting harassment or discrimination in Employment is prohibited policy is posted.	✓			

C.	PERSONNEL POLICIES, FILES AND TRAINING			Y	N	Comments	Resolved Date
	1.	Personnel Policies (RH 2130, 1131-11340; SS.F.2,3)					
		Approved by the Board, include: work hours, compensation rates, overtime, benefits, policies to set salaries and raises, leave policies, vacation, sick leave, grievance policies, and non-discrimination policies.			✓	Missing Grievance Policies	
	2.	Personnel Files					
		a.	Maintained for all paid and volunteer staff.	✓			
		b.	Include applications/resumes, appointment documents, current job duties/description, salary, benefits, other terms of employment, evaluations.	✓			
		c.	Signed/dated Drug Free Workplace statement included in each file.	✓			
		d.	Evidence of completion of Counselor training class; agenda, dates, topics, instructors (DVAP E.C. 1037.1).	✓			
	3.	Volunteers					
		a.	Agency provides volunteer sign-in sheets that include the documentation of volunteer hours.	✓			

D.	**RECORDKEEPING, BUDGETING AND EXPENDITURES**						
	1.	**Recordkeeping**					
		a.	Maintains inventory of equipment purchased with OES grant funds (RH 2350), equipment has OES tags; equipment used in accordance with Grant Award Agreement.		N/A	Equipment not charged to CalEMA grants	
		b.	Uses functional timesheets with actual hours by fund source, or time study updated in last 2 years.	✓			
		c.	Adequate documentation of volunteer in-kind match and or cash match. (RH 6530).	✓			
	2.	**Budgeting**					
		a.	Grant Award Agreement accurately reflects expenditures.	✓			
		b.	201s submitted timely and accurately.	✓			
		c.	Recordkeeping system supports costs claimed on 201. (RH 11000)	✓		Utilizes Sage Co. MIP Accounting software	
	3.	**Expenditures**					
		a.	Expenditure rate is proportionate to elapsed time on grant.	✓			
		b.	223s submitted timely and accurately.	✓			
		c.	Project income being reported accurately.		N/A		
		d.	Fiscal officer and bookkeeper duties separate. Authorizes payments: **Manager generates; ED or Fiscal Director approves** Writes checks: **Fiscal Coordinator** Signs checks: **Two signatures: ED and one of 2 allocated employees**				

E.	DOCUMENTATION, DATA COLLECTION AND CLIENT CONFIDENTIALITY			Y	N	Comments	Resolved Date
	1.	Documentation, Data Collection					
		a.	Progress reports				
			1. Submitted on time - Due: **10/31** _____ _____ _____ Rec'd: **10/31** _____ _____ _____	✓		Only one report due at time of site visit	
			2. Progress report submitted complete and accurate.	✓			
		b.	Source documentation substantiates information on Progress Report.	✓			
	2.	Client Confidentiality					
		a.	Written policy regarding client confidentiality.	✓			
		b.	Client records are kept confidential per Evidence Code Section 1037.1.	✓			
		c.	Client records are kept in a locked room or file cabinet.	✓			
		d.	Written policy regarding the maintenance of confidential records.	✓		Client files kept 5 years	