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

COPY

Linda Miles
Executive Director
Siskiyou Domestic Violence & Crisis Center
P.O. Box 688
Yreka, CA 96097

RE: Performance Assessment Report for Grant Award #DV08191255

Dear Ms. Miles, Linda,

I have received your corrective action required as a result of my site visit to your project in August, 2009 which included: 1) a copy of your California Environmental Quality Act (CEQA) certification; 2) information as to the placement of your Equal Opportunity poster; and 3) confirmation that your personnel files have been updated to include a copy of the training agenda for each employee.

Thank you for your timely response. With these corrections, your project has been brought into grant award compliance. As always, should you have any questions or concerns, please do not hesitate to give me a call or email. I look forward to our continued working relationship!

Sincerely,

Nurk Franklin

Nurk Franklin
Senior Program Specialist
Law Enforcement and Victim Services Division
Domestic Violence Section
(916) 324-9194
nurk.franklin@oes.ca.gov

cc: R&R Logistics Section
Project File

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

August 31, 2009

Linda Miles
Executive Director
Siskiyou Domestic Violence Crisis Center
118 Ranch Lane
Yreka, CA 96097

RE: Performance Assessment Report (Grant Award DV08191255)

Dear Ms. Miles: Linda,

I want to thank you and the Siskiyou Domestic Violence Crisis Center staff for time spent with me during the Performance Assessment of your Domestic Violence Project grant (DV08191255) on August 4-5, 2009. It was a pleasure to tour your spacious office sites as well as visit your comfortable and well-maintained shelter.

As we discussed, the following findings and corrective actions are necessary in order to bring your project into grant compliance:

1. California Environmental Quality Act (CEQA)

Finding: The agency has moved and did not have an updated memo or record of certification of compliance to California Environmental Quality Act (CEQA) requirements on file.

Citation: Cal EMA (formerly OES) Recipient Handbook section 2153 states, "Applicants selected for funding (Recipients) must certify that their project is in compliance with Public Resources Code 21000 et seq. (the California Environmental Quality Act or CEQA). CEQA may require the preparation of an environmental document by the Recipient prior to commencing the project or program. Recipients should contact their legal counsel and/or the department or agency within their jurisdiction responsible for CEQA compliance for further information about the applicability of CEQA to their project. By signing the Certification of Assurance of Compliance (OES 656), the Recipient certifies that the project is exempt from CEQA or that the Recipient has adopted or certified an environmental document for the project that complies with the requirements of CEQA.

Corrective Action Required: The agency must complete and have certified, a CEQA compliance memo or obtain other written certification from their lead county (or city) planning agency indicating the project's compliance with CEQA administrative requirements. A copy of this notification is due to Cal EMA no later than **October 2, 2009**.

2. Equal Employment Opportunity Posting Policy

Finding: While the agency does have a current EEO Policy Statement, it is not posted in a prominent place accessible to employees and applicants.

Citation: The Cal EMA Recipient Handbook Section 2151.5 states, "...all Recipients must have a current year EEO Policy Statement, established by their agency, posted in a prominent place accessible to employees and applicants".

Corrective Action Required: The project must post the EEO Policy Statement in the agency reception area where it will be prominent to everyone entering the front door. Notification that this has been done must be in writing and is due to Cal EMA no later than **October 2, 2009**.

3. Personnel Files

Finding: A copy of the counselor training class agenda was not found in staff/volunteer personnel files.

Citation: California Evidence Code, Section 1037.1 stipulates that a domestic violence counselor "has at least 40 hours of training... (which) shall include, but need not be limited to...history of domestic violence, civil and criminal law as it relates to domestic violence, domestic violence victim-counselor privilege and other laws that protect the confidentiality of victim records and information, societal attitudes towards domestic violence, peer counseling techniques, housing, public assistance and other financial resources available to meet the financial needs of domestic violence victims, and referral services available to domestic violence victims."

Corrective Action: While the agency does have a certificate of completion for the Domestic Violence Counselor Training contained in staff and volunteer personnel files, the training course agenda that corresponds to the certificate is not included. Please submit written confirmation to Cal EMA of completion of this requirement no later than **October 2, 2009.**

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 extremely important 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: **DV08191255**
Project Title: **Siskiyou Domestic Violence Crisis Center**

Date of Performance Assessment: **August 4-5, 2009**

Grant Period: **7/01/08 – 6/30/09**

Implementing Agency: **Siskiyou Domestic Violence Crisis Center**
Address: **118 Ranch Lane Yreka, CA 96097**

Primary Contact: **Linda Miles**
Title: **Executive Director**
Telephone: **(530) 842-6629**

PERSONS INTERVIEWED

Agency – Staff and Title

Linda Miles, Executive Director
Lynn Heckert, Legal Services Coordinator
Ruth Kleinkopf, Statistician

Other: Agency, name, and telephone

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

Program Specialist: **Nurk Franklin** Nurk Franklin

Date submitted: August 26, 2009

Section Chief: Lorine Williams

Date approved: 8-31-09

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].	X			
		b.	The Program Guidelines and Service Standards.	X			
		c.	The Grant Award Agreement.	X			
		d.	Current Operational Agreements on file with:				
			(1) Law Enforcement	X		Agreements from 7/1/05 to 6/30/10	
			(2) District Attorney	X		Agreements from 7/1/05 to 6/30/10	
			(3) Victim Witness	X		Agreements from 7/1/05 to 6/30/10	
			(4) Child Protective Services	X		Agreements from 7/1/05 to 6/30/10	
			(5) Local hospitals	X		Agreements from 7/1/05 to 6/30/10	
			(6) Local schools	X		Agreements from 7/1/05 to 6/30/10	
			(7) Other DV Shelters	X		Agreements from 7/1/05 to 6/30/10	
	2.	**Objectives** –					
		a.	**Maintain 24-hour crisis hotline** ***{RFP p.36 §3a}***				
			(1) Crisis line staffed 24 hours a day, 7 days a week.	X			
			(2) Documentation procedures ensure accurate statistical data on progress report (PR).	X			
			(3) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		At 78% unduplicated at year end	
		b.	**Counseling to adult DV victims** ***{RFP p.37 §3a}***				
			(1) Free individual and group counseling provided to adult DV victims.	X		Drop-in, Tuesday evenings	
			(2) If counseling referred, OA on file with service providers.		X		
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		121% Individual/114% Group (unduplicated) at year end	
		c.	**Business Center** ***{RFP p. 37 §3a}***				
			(1) Business center open during routine business hours.	X		8am to 5pm; M-F and by appointment	

				Y	N	Comments	Resolved
			(2) Staff coverage provided during lunchtime and staff meetings.	X			
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		98.5% of objective at year end	
		d.	**Emergency Shelter *{RFP p.38 §3a}***				
			(1) Physical shelter exists.	X		Shelter in good, clean, comfortable condition with large yard	
			(2) Emergency shelter provided to DV victims and their children 24 hours per day.	X			
			(3) Victims and children with disabilities accommodated.	X			
			(4) Children's services provided.	X			
			(5) Accommodations for schooling made while children are in shelter.	X			
			(6) Written protocol for reporting suspected child abuse in place.	X			
			(7) Documentation procedures ensure accurate statistical data on PR.	X			
			(8) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		104% bed nights; 114% adults; 210% children at year end	
		e.	**Emergency food and/or clothing *{RFP p.38 §3a}***				
			(1) Emergency food and/or clothing provided to DV victims and their children.	X		Food donated to project by Raley's	
			(2) If emergency food and/or clothing is referred, OA on file with service providers.	X			
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		108% in-house; 31% referred at year end	
		f.	**24 hour emergency response to Law Enforcement (LE) *{RFP p.39 §3a}***				
			(1) Written protocol in place to address LE referrals.	X			
			(2) Current OA on file with local LE.	X		Agreements from 7/1/05 to 6/30/10	
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		70% unduplicated; 125% duplicated at year end	
		g.	**24 hour response to hospital emergency rooms *{RFP p.39 §3a}***				
			(1) Written protocol in place to address emergency room referrals.	X			
			(2) Current OA on file with local emergency rooms.	X		Agreement from 7/1/05 to 6/30/10	
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.			50% unduplicated; 150% duplicated at year end	

				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.	X		Project owns 2 vans; one for outreach and one for shelter use	
			(2) Documentation procedures ensure accurate statistical data on PR.	X			
			(3) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		112.5% unduplicated; 110% duplicated at year end	
		i.	**Counseling to children of DV victims *{RFP p40 §3a}***				
			(1) Free, age-appropriate counseling provided to children of DV victims.	X			
			(2) If counseling is referred, OA on file with service providers.		X		
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		105% unduplicated; 87% duplicated at year end	
		j.	**Court and Social Service Advocacy for DV victims *{RFP p.40 §3a}***				
			(1) Victim advocacy to social services agencies provided.	X			
			(2) Court accompaniment provided.	X			
			(3) Documentation procedures ensure accurate statistical data on progress report.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		156% social service; 103% court at year end	
		k.	**Legal Assistance *{RFP p.40 §3a}***				
			(1) Legal assistance with TRO's and other protective and/or custody orders.	X			
			(2) If legal assistance is referred, OA on file with service providers.	X		Agreement from 7/1/05 to 6/30/10	
			(3) Documentation procedures ensure accurate statistical data on PR	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		118% in-house; 72% referred at year end	
		l.	**Local community services *{RFP p.41 §3a}***				
			(1) Involvement in local DV Council or other collaborative partnerships.	X		ED co-chair of partnership	
			(2) Referrals made to other agencies in the DV services network.	X			
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		82% at year end	
		m.	**Household establishment *{RFP p.41 §3a}***				
			(1) DV victims receive assistance establishing a new residence.	X			
			(2) If household establishment assistance is referred, OA on file with providers.		X	Agreement from 7/1/05 to 6/30/10	
			(3) Documentation procedures ensure accurate statistical data on PR.	X			
			(4) Meeting objective as proposed in Grant Award Agreement/OES A301.	X		109% unduplicated at year end	

B.	AGENCY ORGANIZATION			Y	N	Comments	Resolved Date
	1.	Organization					
		a.	Reporting Lines of Authority same as in Grant Award Agreement.	X		New org chart will be submitted for 2009/10 due to decrease in funding	
		b.	Grant Award Agreement positions listed on Organizational Chart.	X			
		c.	Duties performed by staff match those listed in Grant Award Agreement and are allowable by funding source(s).	X			
	2.	Board of Directors					
		a.	Formal selection process for new board members.	X			
		b.	Trained on project's history, goals, funding sources, expectations and responsibilities, article of incorporation and personnel policies.	X		An office orientation is also given, including funding source information.	
		c.	Governed by written by-laws.	X			
		d.	By-laws require **3 to 9** board members.				
		e.	Board currently consists of **5** members.				
	3.	Agency/Facilities					
		a.	Agency open during normal business hours.	X		8am to 5pm, Monday - Friday	
		b.	Agency follows closure procedures per the RFA/RFP requirements.	X			
		c.	Space budgeted in grant award agreement is used for designated purposes.	X			
	4.	Administration (RH 2151 & 2153)					
		a.	CBO bonding contract on site and for correct amount.	X			
		b.	CEQA documentation on file.		X	**Since project relocated, an updated CEQA is needed**	
		c.	Equal Employment Opportunity policy posted.		X	**EEO Policy to be posted in reception area**	
		d.	Policy prohibiting harassment or discrimination in Employment is prohibited policy is posted.	X			

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.		X			
	2.	**Personnel Files**					
		a.	Maintained for all paid and volunteer staff.	X			
		b.	Include applications/resumes, appointment documents, current job duties/description, salary, benefits, other terms of employment, evaluations.	X			
		c.	Signed/dated Drug Free Workplace statement included in each file.	X			
		d.	Evidence of completion of Counselor training class; agenda, dates, topics, instructors (DVAP E.C. 1037.1).		X	Training agenda not included in Counselor files	
	3.	**Volunteers**					
		a.	Agency provides volunteer sign-in sheets that include the documentation of volunteer hours.	X			

D.	**RECORDKEEPING, BUDGETING AND EXPENDITURES**						
	1.	**Recordkeeping**					
		a.	Maintains inventory of equipment purchased with OES grant funds (RH 2350), equipment used in accordance with Grant Award Agreement.	**X**			
		b.	Uses functional timesheets with actual hours by fund source, or time study updated in last 2 years.	**X**		**Since funding has changed, new time study needs to be done**	
		c.	Adequate documentation of volunteer in-kind match and or cash match. (RH 6530).	**X**			
	2.	**Budgeting**					
		a.	Grant Award Agreement accurately reflects expenditures.	**X**			
		b.	201s submitted timely and accurately.	**X**			
		c.	Recordkeeping system supports costs claimed on 201. (RH 11000)	**X**		Fund accounting	
	3.	**Expenditures**					
		a.	Expenditure rate is proportionate to elapsed time on grant.	**X**			
		b.	223s submitted timely and accurately.			N/A	
		c.	Project income being reported accurately.			N/A	
		d.	Fiscal officer and bookkeeper duties separate. Authorizes payments: Executive Director Writes checks: Bookkeeper Signs checks: Executive Director and Board Member	**X**		**Two signers required on checks over $2,000. BOD Finance Officer authorizes expenses made by ED. ED advised to obtain alternative or additional signature whenever checks are made out to her to maintain integrity of accounting system.**	

E.	DOCUMENTATION, DATA COLLECTION AND CLIENT CONFIDENTIALITY			Y	N	Comments	Resolved Date
	1.	Documentation, Data Collection					
		a.	Progress reports	X			
			1. Submitted on time - Due: **10/31/08** **01/31/09** **07/30/09** Rec'd: **11/06/08** **01/30/09** **07/30/09**	X			
			2. Progress report submitted complete and accurate.	X		Very thorough and detailed	
		b.	Source documentation substantiates information on Progress Report.	X			
	2.	Client Confidentiality					
		a.	Written policy regarding client confidentiality.	X			
		b.	Client records are kept confidential per Evidence Code Section 1037.1.	X			
		c.	Client records are kept in a locked room or file cabinet.	X			
		d.	Written policy regarding the maintenance of confidential records.	X			