



9549 Koger Blvd, Suite 100, St. Petersburg, FL 33702 • 727-570-9696 • www.agingcarefl.org

March 15, 2021

Stacie Bolen, Director of Outreach
Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Blvd.
Gadsden Building, Suite 100
St. Petersburg, FL 33702

Dear Stacie,

Enclosed is the Annual Programmatic Monitoring report for the Victims of Crime Act (VOCA) Program.

The purpose of monitoring is to perform a programmatic review of operations and to verify that corrective actions resulting from previous monitoring reviews have been implemented. The monitoring objective is to ensure programs, policies and practices comply with state and federal rules and meet standards of good governance and practices.

The 2021 monitoring produced no findings and no recommendations. The cooperation of your staff timely submitting electronic documents during the desk review and monitoring process was appreciated.

Sincerely,

Ann Marie Winter

Ann Marie Winter
Executive Director

Enclosure

cc:

Sierra Pennington, Victim Advocate Program Manager, AAAPP (*via email only*)
Michelle Arias, Victim Advocate Program Manager, AAAPP (*via email only*)



Area Agency on Aging of Pasco-Pinellas, Inc.

2020/2021 VICTIMS OF CRIME ACT (VOCA) MONITORING REPORT

PROVIDER	Area Agency on Aging of Pasco-Pinellas, Inc.
SERVICE(S)	Victim Advocate Program
DATE(S) OF VISIT	Completed via desk review on March 11, 2021
PARTICIPANT(S)	Sierra Pennington, Victim Advocate Program Manager Michelle Arias, Victim Advocate Program Manager
MONITOR(S)	Don Hill, Program Manager

Indicate all victim populations and types of services provided through the VOCA-funded project according to the most current VOCA Agreement:

VICTIMS SERVED	Check all that apply	SERVICES PROVIDED	Check all that apply
Child Physical Abuse		Crisis Counseling	X
Child Sexual Abuse		Follow-up Contacts	X
DUI/DWI Crashes		Therapy	
Domestic Violence	X	Support Groups	
Adult Sexual Assault	X	Crisis Hotline Counseling	
Elder Abuse	X	Shelter/Safehouse	
Adults Molested as Children		Information and Referral	X
Survivors of Homicide		Criminal Justice Support	X
Robbery	X	Emergency Financial Assistance	
Assault	X	Emergency Legal Advocacy	X
Child Cybercrime		Assistance with Victims Compensation	X
Child Pornography		Personal Advocacy	X
Innocent Victims of Gang Violence		Telephone Contacts	X
Other (check for all other victims)	X	Other (check for all other victims)	X

Other victims served: burglary, ID theft/financial exploitation/fraud, violation of court order, hit and run, grand theft, trespass, criminal mischief, stolen property, missile into dwelling, attempted murder

Other services provided: safety cell phones

STANDARD #1 – Staffing Requirements

Staff has received training pertinent to the performance of required functions:

- A. The Provider agrees to have at least one staff member complete 40 hours of training through the OAG’s Victim Services Practitioner Designation Training.
- 16 of the 40 hours must be completed by the Florida Crime Prevention Training Institute (FCPTI).
 - Valid for a period of four years from the date that appears on the “Victim Services Practitioner” designation certificate.

RESPONSE:

A.) Training Certificates for Three (3) staff members, Victim Advocates in Pasco and Pinellas Counties document completion of required 40-hour Victim Services Practitioner Designation training through the Office of the Attorney General’s Florida Crime Prevention Training Institute.

Achieved Partially Achieved Not Achieved Not Applicable Follow-up Necessary

STANDARD #2 – Administration

Policies and Procedures for the VOCA Program:

- A. Written record retention policy in accordance with the VOCA agreement.
- B. Policies/Procedures include information for disposal of records (paper/electronic).
- C. An established procedure for data collection (statistical, qualitative or other) for the VOCA Monthly Performance Report.

RESPONSE:

- A.) Due to Covid-19, review of Program’s written record retention policy has been waived but records are maintained for a minimum of seven years in accordance with the Agreement between the Office of Attorney General and AAAPP’s Fiscal Procedures.
- B.) Review of policies and procedures accurately outlining retention and disposal schedules has been waived due to Covid-19.
- C.) Review of Monthly Performance Reports (MPR) were also waived due to Covid-19. An established procedure remains in place and each Victim Advocate maintains a Client

Log and a VOCA Daily Log which are submitted to the Victim Advocate Program Manager at the end of each month.

Achieved Partially Achieved Not Achieved Not Applicable Follow-up Necessary

STANDARD #3 – Client Satisfaction

Consumer satisfaction and effective delivery of service has been verified through:

- A. Performance measures for VOCA Program are in place;
 - Quarterly Reports are submitted to determine whether a program achieved its goals and objectives.
 - All victims served listed by the type of victimization are submitted.
 - i. At a minimum the agency will provide services to no less than 80% of the total projected victim population.
- B. List any barriers to conducting evaluations.
- C. The information gathered during evaluations has an impact on service delivery.
- D. Services being provided are meeting the needs of the victims that are served.

RESPONSE:

- A.) All VOCA Performance reports are submitted quarterly to the Office of Attorney General. As required, they determine whether goals have been met and indicate the number of victims served each month by the type of victimization.
- B.) There are currently no barriers to conducting evaluations.
- C.) Clients are mailed an evaluation form and the provider tracks Client receipt and return responses. The consumer survey results are presented in the annual report to document their impact on service delivery and determine any needed improvements.
- D.) A sample of surveys were reviewed. These demonstrate victims' needs are being served with high level of satisfaction.

Achieved Partially Achieved Not Achieved Not Applicable Follow-up Necessary

STANDARD #4 – Volunteers

Victim Services Program:

- A. There is an established manner of recruitment for volunteers, and a constituent/reliable source(s) from which volunteers are recruited.
- B. There is a mechanism in place to assess the training needs of volunteers and a designated person is responsible for training and supervising volunteers.
- C. Volunteer hours, activities, and duties are documented appropriately.
- D. List the average monthly commitment of volunteers related to VOCA-funded project (hours/month).

RESPONSE:

- A.) Due to Covid-19, Volunteer recruitment has been postponed, since outreach efforts are made at community events.
- B.) The Senior Victim Advocate Program Manager is the designated supervisor for all training of volunteers and interns. The VOCA Intern Handbook is reviewed and evaluations are conducted to identify any unmet training needs of the volunteer.
- C.) Due to Covid-19, there was no review of Volunteer hours or activities, though time logs are kept in the volunteer’s file and submitted in the monthly VOCA In-Kind Report.
- D.) Due to Covid-19, there was no review of monthly volunteer commitment

Achieved Partially Achieved Not Achieved Not Applicable Follow-up Necessary

STANDARD #5 – Facility and Location

Victim Services Program:

- A. The VOCA services are accessible to persons with disabilities:

- Designated parking, ramp access to buildings, alternative formats available for documents, accessible restrooms, doorways and doors accessible, sign language interpreter available.
- B. A written plan to identify and address accessibility issues for crime victims served.
- C. Access is provided for persons with disabilities through financial resources or other community partners.

RESPONSE:

- A.) Provided written statement confirms both program locations offices in St. Petersburg and New Port Richey are accessible to persons with disabilities, including physical and technological accommodations, such as accessible parking, doors and restrooms, sign language interpreters and Relay 711, are made available as needed.
- B.) A written plan is in place identifying any accessibility issues for victims served. Home visits assist in identifying potential barriers.
- C.) Accessible accommodations for persons with disabilities are made available with resources from community partners such as the Sunshine Center, the Aging Well Center, Relay 711 and the Disability Achievement Center.

Achieved
 Partially Achieved
 Not Achieved
 Not Applicable
 Follow-up Necessary

STANDARD #6 – Client Records

Case records sampled showed:

- A. Compliance with requirements for client files, back-up documentation, and service delivery.
- B. Documentation, including audit working papers, shall be maintained at the office of the Provider for a period of five years from the termination date of the Agreement, or until the audit has been completed and any findings have been resolved.

RESPONSE:

- A.) The Program Manager randomly reviewed six (6) files containing open and closed cases in both Pinellas and Pasco County. There were no concerns.
- B.) All documentation is confirmed to be maintained at the office for a period of 7 years from termination or until the audit has been completed.

Achieved Partially Achieved Not Achieved Not Applicable Follow-up Necessary

STANDARD #7 – Signage at Facility

Identify the location:

- A. Victim’s Compensation information is available in a prominent location within the facility and displaying in the correct Attorney General’s name.
- B. Client files are being kept in a secure manner (locked file cabinets, password protected databases, etc.)

RESPONSE:

Due to Covid-19, a site visit was not conducted to verify signage or file storage.

Achieved Partially Achieved Not Achieved Not Applicable Follow-up Necessary

STANDARD #8 – Civil Rights Compliance

The Provider agrees to the following:

- A. Complete the Office of Justice Programs, Office for Civil Rights online training.
- B. Have policies and procedures in place for responding to complaints of discrimination that employees and beneficiaries file directly with the Provider.
- C. Awareness of any Civil Rights complaints from staff or clients during the grant period.

- D. Take reasonable steps to ensure that LEP persons have meaningful access to its programs and activities.
- E. The Civil Rights Fact Sheet is displayed in a prominent location within the facility.

RESPONSE:

- A.) The VOCA Program Managers completed Office of Justice Programs and Civil Rights training on 12/11/19 and 12/24/19.
- B.) Provider has policies and procedures maintained in the AAAPP's Employee Handbook and website regarding any complaints of discrimination.
- C.) No complaints YTD.
- D.) Provider addresses attempts to provide Limited English Proficiency (LEP) persons in program with access to bilingual (English/Spanish) staff and access to Propio translation services if necessary. Outreach and Targeting data is referenced to identify underserved areas which include LEP persons.
- E.) Due to Covid-19, there were no site visits to verify Program locations were confirmed to prominently display the Civil Rights Fact Sheet.

Achieved Partially Achieved Not Achieved Not Applicable Follow-up Necessary

Submitted by: Don Hill

Date: March 15, 2021

Signature: _____ Don Hill

New Vendor

- Provider Name:** Nu Hope Counseling, PLLC
- Services Area:** Pasco and Pinellas Counties
- Program(s):** Community Care for the Elderly, Home Care for the Elderly, Alzheimer's Disease Initiative, Older Americans Act Title III E
- Licensure and Insurance:** Licensed Mental Health Counselor and Licensed Marriage & Family Therapist with the Department of Health and has General Liability Insurance
- Complaints:** Pinellas Consumer Protection: *No results found*
Better Business Bureau: *No complaints found*
AHCA Background Screening: *Completed and Eligibility Confirmed*
DOEA Agency Review: *Completed and cleared*
Department of Health: *No public complaints*
- References:** References were reviewed with no concerns
- History:** Provides in-home individual and family mental health counseling. Vendor has been in business for sixteen (16) years. Vendor is also a Medicaid provider.
- Rates:** Mental Health Counseling- \$60.00/hour
Gerontological Counseling - \$60.00/hour
- Rates are acceptable