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April 4, 2022

Kristina Jalazo, Director of Program Accountability
Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Blvd.
Gadsden Building, Suite 100
St. Petersburg, FL 33702

Dear Kristina,

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 2022 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,

A handwritten signature in black ink, appearing to read "Ann Marie Winter", is positioned above a horizontal line.

AnnMarie Winter (Apr 4, 2022 12:01 EDT)

Ann Marie Winter
Executive Director

Enclosure

cc:

Sierra Pennington, Victim Advocate Program Manager, AAAPP



Area Agency on Aging of Pasco-Pinellas, Inc.

2021/2022 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 23, 2022
PARTICIPANT(S) Sierra Pennington, Victim Advocate Program Manager
MONITOR(S) Michelle Tavares, 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

REPORT SUMMARY

(This section provides an overview of minor recommendations, significant, findings and positive/noteworthy activities recognized during the monitoring period. Details are outlined in the Contract Compliance and Service Delivery section of the report).

I. Recommendations for Improvement

(Recommendations require a written response from the provider)

- No recommendations for improvement.

II. Findings/Corrective Action

(Findings result in a formal corrective action plan)

- No findings or corrective action required.

CONTRACT COMPLIANCE AND SERVICE DELIVERY

Each standard will note at least one of the following:

- *Achieved*
- *Partially Achieved*
- *Not Achieved*
- *Not Applicable*
- *Follow-Up Required*

Standard #1 – Previous Programmatic Monitoring

All issues from the previous programmatic monitoring have been resolved within an established and reasonable timeframe.

Response: Achieved. No issues were identified in the previous programmatic monitoring.

Standard #2 – 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: Achieved.

- A. Two (2) Victim Advocate staff members have completed 40 hours of training through the OAG’s Victim Practitioner Designation training through the Office of the Attorney General’s Florida Crime Prevention Training Institute. Michelle Arias’ FCPTI Certificate expired in 2021. Her certificate was not renewed at that time due OAG taking the training requirements out of the contract because of COVID-19 concerns. Both staff members are scheduled to renew their training in 2022. One additional staff member was hired in January 2022 and is scheduled for training in July 2022. Documentation and certificates were provided supporting all requirements.

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: Achieved.

- A. The VOCA Record Retention policy was reviewed. The policy is written in accordance with the current VOCA agreement with OAG.
- B. The VOCA Confidentiality of Client Information policy was reviewed. The policy includes information of disposal of client paper records. All emails with client identifiable information are encrypted prior to transmission.
- C. The VOCA Performance Reports policy was reviewed. The program has an established procedure for data collection for the VOCA monthly Performance Report.

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: Achieved.

- A. Review of 2021 VOCA Performance reports demonstrate that reports are submitted quarterly to the Office of Attorney General. As required, the reports 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 of responses. The consumer survey results are gathered, reviewed, and analyzed to determine the impact on service delivery and to determine any needed improvements.
- D. A sample of surveys were reviewed. The surveys demonstrate victims' needs are being served with high level of satisfaction and as demonstrated in the following sample quote, "working with Michelle made feel like she had my best interest at heart. She was very understanding about my fears and concerns. The help I received was greatly appreciated."

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: Achieved.

- A. Review of the VOCA Volunteers/Interns policy indicates that there is an established manner of recruitment for volunteers, and there are constituent/reliable sources from which volunteers are recruited. The Director of Program Accountability and Victim Advocate Program Manager coordinate efforts to recruit volunteers for the AAAPP.
- B. Review of the VOCA Volunteers/Intern policy indicates there is a mechanism in place to assess the training needs of volunteers. Under the supervision of the Director of Program Accountability, the Victim Advocate Program Manager and Victim Advocates are responsible for the training and supervision of all volunteers/interns.
- C. Review of volunteer/intern time logs indicate that volunteer hours, activities, and duties are documented appropriately.
- D. Review of volunteer/intern time logs indicate that volunteers are averaging a total of thirty-six (36) committed hours per month to the VOCA-funded project.

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: Achieved.

- A. Review of the VOCA Program Accessibility policy confirms that VOCA services are accessible to persons with disabilities. Both VOCA program locations offices in St. Petersburg and Dade City are accessible and include 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. The availability of home visits addresses most potential barriers. In addition, efforts are made to conduct crime forums in locations where seniors live or congregate making it more accessible to them.
- C. Accessible accommodations for persons with disabilities are made available with resources from community partners such as the Sunshine Center, Galen Wilson Senior Center, Relay 711, and the Disability Achievement Center.

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: Achieved.

- A. Six (6) client files containing open and closed cases in both Pinellas and Pasco County were reviewed. The client files, back-up documentation, and service delivery were all documented appropriately demonstrating program compliance.
- B. Review of the VOCA Record Retention policy demonstrates that documentation is maintained at the office for a period of eight (8) years from termination or until the audit has been completed.

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: Achieved.

- A. Due to Covid-19, a site visit was not conducted. The VOCA program manager did provide photos demonstrating that Victims Compensation information is displayed and available within the facility and displays the correct Attorney Generals name.
- B. Due to Covid-19, a site visit was not conducted. The VOCA program manager confirmed that client files are kept in locked file cabinets. The manager also confirmed that client files were converted to an electronic database in 2020 and the database is password protected.

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: Achieved.

- A. Documentation submitted supports the VOCA Program Manager and two Victim Advocate staff have completed Office of Justice Programs and Civil Rights training.
- B. The provider has policies and procedures maintained in the AAAPP’s Employee Handbook and website regarding any complaints of discrimination.
- C. No complaints have been reported during the grant 2021 grant period and YTD.
- D. Provider addresses attempts to provide Limited English Proficiency (LEP) persons in program with access to bilingual staff and have access to Propio translation services if necessary.
- E. Due to Covid-19, a site visit was not conducted. The VOCA program provided a photo which demonstrates that the Civil Rights Fact Sheet is prominently displayed.

Signatures:

Michelle Tavares

Michelle Tavares, Program Manager

Apr 4, 2022

Date

Kristina Jalazo

Kristina Jalazo, Director of Program Accountability

Apr 4, 2022

Date