

Iowa Department of Justice
Iowa Attorney General's Crime Victim Assistance Division (CVAD)
Victim Services Support Program (VSS)
State Fiscal Year 2014 (FY14) Funding Application
Victim Services Application

Agency Information	
Agency Name:	<i>Crisis Intervention Service</i>
Agency Acronym:	<i>CIS</i>
Authorized Representative Name:	<i>Mary J. Ingham</i>
Authorized Representative Job Title:	<i>Executive Director</i>
State Vendor ID Number (#):	
Tax ID Number (#):	
DUNS Number (#):	
CCR Registration Updated:	<i>Jan-13</i>
Program Information	
Program Name:	<i>Crisis Intervention Service</i>
Program Acronym:	<i>CIS</i>
Program Director:	<i>Mary J. Ingham</i>
Program Address:	<i>P.O. Box 656</i>
Program City, State & Zip Code:	<i>Mason City, Iowa 50402-0656</i>
Program Phone Number (#):	<i>641-424-9071</i>
Program Director Email:	
Authorized Representative Name:	
Authorized Representative Job Title:	<i>Board President</i>

RECEIVED
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 CIVIL RIGHTS DIVISION

Fund	Request
DA	47,558
FV	14,729
SA	0
SS	0
VA	67,924
VW	0
Total	130,211

Check the type of application below by placing an "X" in the column next to the type of application.
"X"

	Culturally Specific Application
X	Domestic Abuse (DA) Comprehensive Application
	Sexual Abuse/Assault (SA) Comprehensive Application
	Shelter-Based Application

Place an "X" next to the Region for which you are applying for VSS funds.
"X"

	Northwest (NW) Region #1
X	North Central (NC) Region #2
	Northeast (NE) Region #3
	Southwest (SW) Region #4
	South Central (SC) Region #5
	Southeast (SE) Region #6
	Culturally Specific DA Comprehensive
	Culturally Specific SA Comprehensive

Basic Funding Information

A. CRIME VICTIMS SERVED	
Type of Crime Victim Served	Percentage
Child sexual & physical abuse	
Adults Molested as Children	
Assault	
Child sexual & physical abuse	17%
Domestic abuse	75%
Drunk-Intoxicated Driver Crashes	
Elder Abuse	1%
Other Violent Crimes (teens)	5%
Robbery	
Sexual Abuse Adult	
Stalking (includes Harassment)	2%
Survivors of Homicide Program	
TOTAL PERCENTAGE	100%

The percentages in the table above must add up to 100%!

B. Purpose of VA or VOCA funds:

- Continue a VOCA Funded Program
- Expand/Enhance a previously VOCA funded program
- New Program

C. Type of implementing Organization:

- Criminal Justice Government
- Non-Criminal Justice Government
- Private Non-profit

D. Federal VAW purpose areas(s):

n/a

E. Types of Services Provided with SS or SASP funds:

- n/a* 24-hour hotline services providing crisis intervention services and referral;
- n/a* Accompaniment and advocacy through medical, criminal justice, and social support systems, including medical facilities, police and court proceedings;
- n/a* Crisis intervention, short-term individual and group support services, and comprehensive service coordination and supervision to assist sexual assault victims and family or household members;
- n/a* Information and referral to assist the sexual assault victims and family or household members;
- n/a* Community-based, linguistically and culturally specific services and support mechanisms, including outreach activities for underserved communities;
- n/a* The development and distribution of materials on issues related to the services described in this section."

F. Types of Services Provided with FV or FVPSA funds:

- Shelter services
- Related Assistance:
- Outreach services
- Prevention services
- Counseling
- Information & Referral
- Transportation
- Personal Advocacy
- Legal Advocacy
- Children's Programming

G. FV or FVPSA funds:

- New Program
- Continuing Program

H. Has a staff or victim filed a complaint against your program for discrimination?

Yes No

I. Has a staff or victim filed a complaint against your program for discrimination?

Yes No

J. If "yes" to either question "H" or "I" above please explain what the finding of discrimination, any corrective action and date finding was determined in a separate attachment.

Summary of Request

Work Hours/Week	Direct Service %	Job Title	DA	FV	SA	SS	VA	VW	Total
40	10	Executive Director	10,000						10,000
40	80	Cerro Gordo Domestic Abuse	7,558				17,770		25,328
40	80	Floyd/Mitchell/Worth Domestic Abuse Outreach Advocate	7,500				13,570		21,070
40	80	Franklin/Butler Domestic Abuse Outreach Advocate	7,500				11,440		18,940
40	80	Humboldt/Wright Domestic Abuse Outreach Advocate	7,500				9,600		17,100
40	80	Hancock/Kossuth/Winnebago Domestic Abuse Outreach Advocate	7,500				9,600		17,100
40	80	Prevention Specialist							-
25	10	Office Manager							-
Payroll:			47,558	-	-	-	61,980	-	109,538
Benefits:							5,944		5,944
Travel & Training:				7,500					7,500
Contracted Services:									-
Equipment:									-
Repairs & Maintenance:									-
Rent:									-
Utilities:									-
Communications:				5,000					5,000
Supplies:				2,229					2,229
Insurance:									-
Other Direct - Emergency Shelter:									-
Other Direct:									-
TOTAL:			47,558	14,729	-	-	67,924	-	130,211

EXPENSE DETAIL DESCRIPTION/SUMMARY

State Domestic Abuse (DA)		
Expense Type	Expense Amount	Description
Payroll	47,558	Partial Salary for Executive Director, Cerro Gordo Domestic Abuse Outreach Advocate, Floyd/Mitchell/Worth Domestic Abuse Outreach Advocate, Franklin/Butler Domestic Abuse Outreach Advocate, Humboldt/Wright Domestic Abuse Outreach Advocate, Kossuth/Winnebago/Hancock Domestic Abuse Outreach Advocate
Benefits	-	
Travel & Training	-	
Contracted Services	-	
Equipment	-	
Repairs & Maintenance	-	
Rent	-	
Utilities	-	
Communications	-	
Supplies	-	
Insurance	-	
Other Direct: Emergency Shelter	-	
Other Direct	-	
Total	47,558	

Federal Family Violence Prevention & Services Act (FV or FVPSA)		
Expense Type	Expense Amount	Description
Payroll	-	
Benefits	-	
Travel & Training	7,500	Travel throughout 11 county service area, Staff training
Contracted Services	-	
Equipment	-	
Repairs & Maintenance	-	
Rent	-	
Utilities	-	
Communications	5,000	Cellular phones & wireless hotspots for Domestic Abuse Outreach Advocates
Supplies	2,229	Brochures, Flyers & related supplies
Insurance	-	
Other Direct: Emergency Shelter	-	
Other Direct	-	
Total	14,729	

State Sexual Abuse (SA)		
Expense Type	Expense Amount	Description
Payroll	-	
Benefits	-	
Travel & Training	-	
Contracted Services	-	
Equipment	-	
Repairs & Maintenance	-	
Rent	-	
Utilities	-	
Communications	-	
Supplies	-	
Insurance	-	
Other Direct: Emergency Shelter	-	
Other Direct	-	
<i>Total</i>	-	

Federal Sexual Abuse Services Program (SS or SASP)		
Expense Type	Expense Amount	Description
Payroll	-	
Benefits	-	
Travel & Training	-	
Contracted Services	-	
Equipment	-	
Repairs & Maintenance	-	
Rent	-	
Utilities	-	
Communications	-	
Supplies	-	
Insurance	-	
Other Direct: Emergency Shelter	-	
Other Direct	-	
<i>Total</i>	-	

Federal Victims of Crime Act Assistance (VA or VOCA)		
Expense Type	Expense Amount	Description
Payroll	61,980	Partial Salary for Cerro Gordo Domestic Abuse Outreach Advocate, Floyd/Mitchell/Worth Domestic Abuse Outreach Advocate, Franklin/Butler Domestic Abuse Outreach Advocate, Humboldt/Wright Domestic Abuse Outreach Advocate, Kossuth/Winnebago/Hancock Domestic Abuse Outreach Advocate
Benefits	5,944	FICA & Health Insurance
Travel & Training	-	
Contracted Services	-	
Equipment	-	
Repairs & Maintenance	-	
Rent	-	
Utilities	-	
Communications	-	
Supplies	-	
Insurance	-	
Other Direct: Emergency Shelter	-	
Other Direct	-	
<i>Total</i>	<i>67,924</i>	

Federal STOP Violence Against Women Formula (VW or VAWA)		
Expense Type	Expense Amount	Description
Payroll	-	
Benefits	-	
Travel & Training	-	
Contracted Services	-	
Equipment	-	
Repairs & Maintenance	-	
Rent	-	
Utilities	-	
Communications	-	
Supplies	-	
Insurance	-	
Other Direct: Emergency Shelter	-	
Other Direct	-	
<i>Total</i>	<i>-</i>	

MATCH INFORMATION

VA	
Match Revenue Source	Match Revenue Amount
Donations	16,981
Total	16,981

VA Request: 67,924
 VA Match: 16,981
 VA Remaining: 0.00

FV	
Match Revenue Source	Match Revenue Amount
Donations	3,682
Total	3,682

FV Request: 14,729
 FV Match: 3,682
 FV Remaining: 0.00

VW*	
Match Revenue Source	Match Revenue Amount
	-
Total	-

VW Request: -
 VW Match: -
 VW Remaining: 0.00

**Only Governmental Victim Service Programs have to make VW match. Non-profit Victim Services Programs do not need to make VW match.*

Program Staff

New Position (Y/N)	Staff Name	Work	Program Work	Job Title	Annual	Work Experience		Start Date	Administrative Position (Y/N)	Supervises Other Staff (Y/N)	% of Time for Supervision
		Hrs/Wk	Hrs/Wk		Salary	Years	Months				
N	[REDACTED]	40	15	Executive Director	61,425	23	3	12/20/1989	Y	Y	10
Y	[REDACTED]	40	40	Domestic Abuse Outreach Advocate	44,425	22		3/3/1991	N	N	0
Y	[REDACTED]	40	40	Domestic Abuse Outreach Advocate	33,925	10	11	4/22/2002	N	N	0
Y	[REDACTED]	40	40	Domestic Abuse Outreach Advocate	28,600	11	4	11/12/2001	N	N	0
Y	To be determined	40	40	Domestic Abuse Outreach Advocate	24,000			7/1/2013	N	N	0
Y	To be determined	40	40	Domestic Abuse Outreach Advocate	24,000			7/1/2013	N	N	0
Y	To be determined	40	40	Prevention Specialist	24,000			7/1/2013	N	N	0
N	[REDACTED]	25	11	Office Manager	17,875	22		3/3/1991	Y	N	0

Complete Program Budget

Expense Type	DA	FV	SA	SS	VOC A	VAWA	RPE	HSOG	City	County	United Way	Donations & Fundraising	Other	Total
Executive Director	10,000	-	-	-	-	-	-	-	-	-	10,000	7,640	-	27,640
	7,558	-	-	-	17,770	-	-	-	-	2,500	16,597	-	-	44,425
	7,500	-	-	-	13,570	-	-	-	-	1,000	11,855	-	-	33,925
	7,500	-	-	-	11,440	-	-	-	-	-	4,134	5,526	-	28,600
	7,500	-	-	-	9,600	-	-	-	-	-	-	6,900	-	24,000
	7,500	-	-	-	9,600	-	-	-	5,000	1,900	12,000	12,000	-	24,000
	-	-	-	-	-	-	-	-	-	-	8,045	-	-	8,045
Total Payroll	47,558	-	-	-	61,980	-	-	-	5,000	5,400	62,631	32,066	-	214,635
Benefits	-	-	-	-	5,944	-	-	-	-	-	2,959	36,733	-	45,646
Travel & Training	-	7,500	-	-	-	-	-	-	-	-	1,500	-	-	7,500
Contracted Svc	-	-	-	-	-	-	-	-	-	-	-	5,000	-	1,500
Equipment	-	-	-	-	-	-	-	-	-	-	1,000	-	-	5,000
Repairs & Maint.	-	-	-	-	-	-	-	-	-	2,100	3,900	-	-	1,000
Rent	-	-	-	-	-	-	-	-	-	-	5,500	-	-	6,000
Utilities	-	-	-	-	-	-	-	-	-	-	-	2,500	-	8,000
Communications	-	-	-	-	5,000	-	-	-	-	-	-	-	-	5,000
Supplies	-	-	-	-	2,229	-	-	-	-	-	-	-	-	1,271
Insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	3,500
Other Direct:	-	-	-	-	-	-	-	-	-	-	-	-	-	3,000
Emergency Shelter	-	-	-	-	-	-	-	-	-	-	-	-	-	30,000
Other Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	30,000
Total Expenses	47,558	14,729	-	-	67,924	-	-	30,000	5,000	7,500	77,500	80,570	-	330,781

FINANCIAL QUESTIONS

1. Do you have a reserve fund? No

a. If yes, how much is your reserve fund? The organization does not have a formal reserve fund, but has enough working capital to manage cash flow challenges that occasionally result from reimbursement grants. The following table highlights the increase in average cash balance by year:

FISCAL YEAR	EXCESS FUNDS
Fiscal Year 2009/2010	\$26,280.93
Fiscal Year 2010/2011	\$77,296.18
Fiscal Year 2011/2012	\$120,403.69
Fiscal Year 2012/2013	\$149,449.47

2. What are your total assets? \$490,580.80

3. What are your total liabilities? \$67,970.69

4. Explain any restrictions on the use of your reserves or net assets. (If so, what are the restrictions? Who oversees the use of these funds?) The board does not have a separate reserve fund, nor does it have restrictions on the use of funds. The only restriction on the use of funds is based upon restrictions from the various funding streams.

5. What is the amount of your current monthly operating expenses excluding depreciation? (Include payroll, benefits, travel, training, communications, rent, utilities, etc.). \$50,700

6. What is the amount of your anticipated monthly operating expenses excluding depreciation? \$58,307

AUDIT QUESTIONS

1. What was your last audit completed? For the fiscal year ending June 30, 2012

2. Have you submitted a copy of your most recent audit? Yes

3. Did you have an A-133 audit or a Yellow Book audit conducted in accordance with federal regulations for the most recent fiscal year? Yes

4. Were there any audit findings on your last three years of audits? No

5. Did the auditors list a "going concern" on any of your last 3 years of audits? No

6. If yes to either, or both, question #4 or #5 above, explain the findings and how your agency/program resolved these findings, or why you did not resolve these findings.

FUNDRAISING, CONTRIBUTIONS AND DONATIONS

1. Provide a summary of all your fundraising events for the last two years.

The most effective and efficient ongoing fundraising event for the agency is our newsletter. While this is not technically an event, it helps educate the community, provide value updates to our stakeholders and provides a variety of ways in which individuals and groups can support the organization. Each newsletter includes our updated needs list, as well as an opportunity to sign up for email updates and make a financial contribution.

In computing the cost for the newsletter, we allocate a portion of expenses (postage and printing) based on the amount of space devoted to soliciting cash or in-kind support.

NEWSLETTERS	2010/2011	2011/2012	2012/2013
Income	1,765.00	2,615.00	2,750.00
Expenses	635.05	771.43	393.43
Net Profit	1,129.95	1,843.57	2,356.57

The organization conducts an annual Mother’s Day Appeal. A flyer is sent to individuals on our mailing list highlight the opportunity to make a donation to CIS in honor of a special person in their life for Mother’s Day. There is an option for donors to then have CIS send a card to their identified recipient indicating that a donation has been made to CIS in their honor. In 2013, CIS will include information about the Mother’s Day Appeal in the Spring newsletter, to eliminate additional postage expense.

MOTHER’S DAY APPEAL	2010/2011	2011/2012
Income	990.00	1,485.00
Expenses	410.95	592.66
Net Profit	579.05	892.34

Three years ago, CIS started selling pixie poinsettias in late November/early December. Each 6 inch plant includes a sticker with the CIS logo and brief description of services.

POINSETTIA SALES	2010/2011	2011/2012	2012/2013
Income	1,865.00	2,080.00	2,020.00
Expenses	1,000.00	1,000.00	1,000.00
Net Profit	865.00	1,080.00	1,020.00

In the fall of 2012, CIS launched the First Annual Un-Run. This event is designed to give everyone an opportunity to “earn” a race shirt or other spirit gear without ever lacing up their shoes. This event is modeled after a traditional walk/run fundraiser, but with a twist. Groups and individuals register for the event, but there is no race to run, no volunteers to organize and no anxiety about the weather. CIS secured sponsors for the event to cover all expenses, so that 100% of the registration fees would be used to support CIS programs and services. Donors received either a water bottle or t-shirt depending upon their level of support.

UN-RUN	2012/2013
Income	3,680.00
Expenses	649.85
Net Profit	3,030.15

2. What is your plan for fundraising in the next two years?

The organization will continue to distribute 2-3 newsletters per year throughout the current area and work to build the mailing list in the expanded service area.

The organization will continue to conduct the Mother's Day Appeal, Un-Run and Poinsettia Sales minimizing costs by including event information in newsletters and social media updates.

3. What was contribution revenue for the last two years?

	2010/2011	2011/2012	2012/2013 Six Months
United Way	80,947.69	101,502.38	68,018.51
Foundations	39,504.50	25,005.43	42,414.00
TOTAL	120,452.19	126,507.81	110,432.51

	2010/2011	2011/2012	2012/2013 Six Months
Churches	11,987.96	12,372.82	11,547.41
Groups/Businesses	3,687.00	3,265.00	2,377.00
Individuals	14,800.57	11,094.40	15,356.83
TOTAL	30,475.53	26,732.22	29,281.24

4. What is your projected contribution revenue for the next year?

	2013/2014
United Way	125,000.00
Foundations	63,000.00
TOTAL	155,000.00

	2013/2014
Churches	37,270.00
Groups/Businesses	11,650.00
Individuals	44,176.00
TOTAL	93,096.00

Service Area Map of Iowa

Region #1

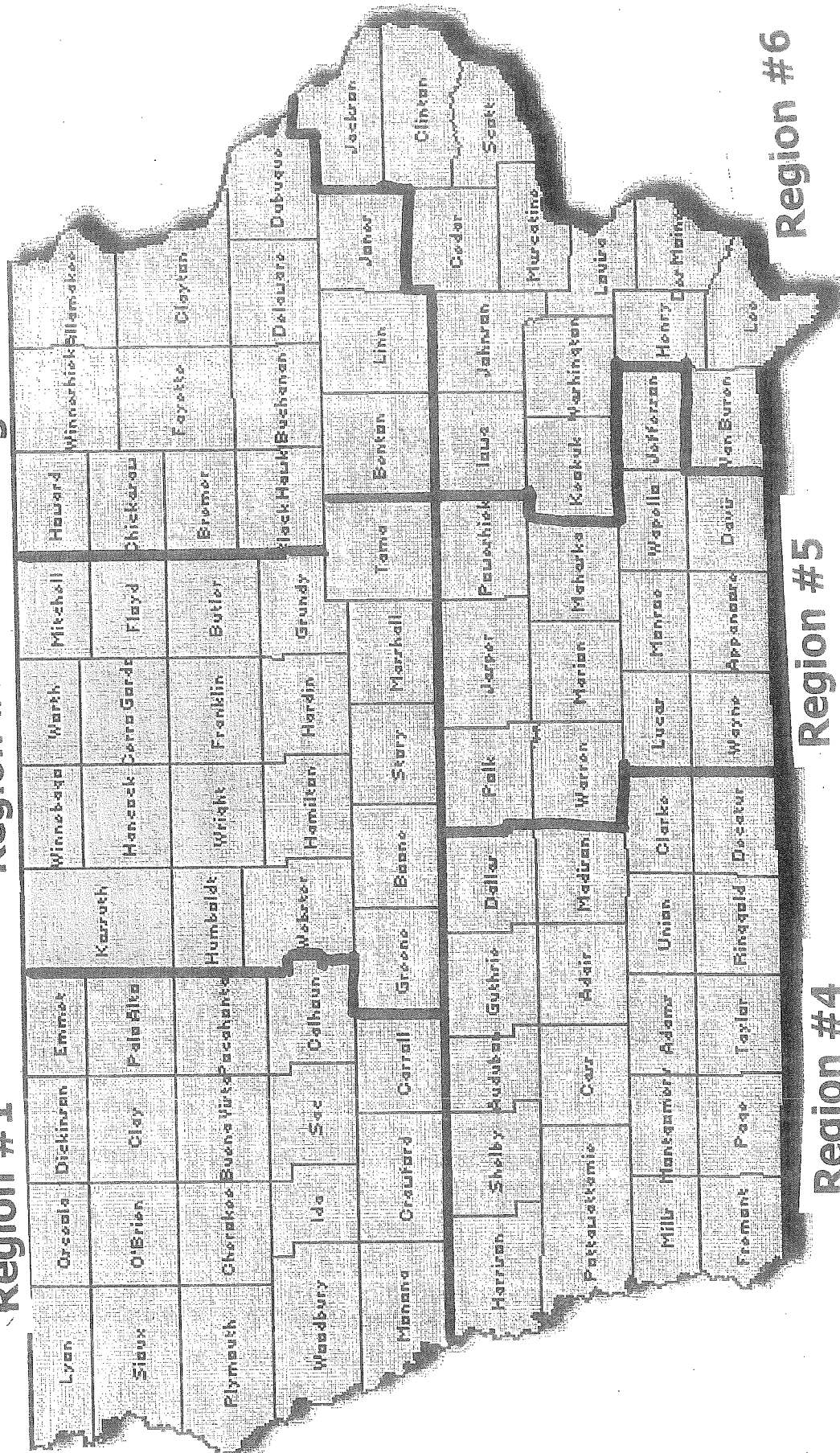
Region #2

Region #3

Region #6

Region #5

Region #4



**TABLE OF DOMESTIC ABUSE
OUTREACH/SATELLITE OFFICES**

<i>County</i>	<i>City</i>	<i>Office Description</i>	<i>Hours Staffed</i>	<i>Office Staffed By</i>
Butler	Alison Greene Parkersburg	CIS will secure private meeting space within each community by July 2013	Monday & Thursday 8:00 a.m. to 4:30 p.m. and other times/days as needed for appointments & groups	Franklin/Butler Domestic Abuse Outreach Advocate
Cerro Gordo	Mason City	A stand-alone office with 4 private offices, 2 large group meeting rooms and a play room	Monday-Friday 8:00 a.m. to 4:30 p.m. and other times as needed for appointments and groups	Cerro Gordo Domestic Abuse Outreach Advocate
Floyd	Charles City	Private office located within a professional office building that houses other social service agencies (located near the courthouse and other social agencies).	Tuesday & Friday 8:00 a.m. to 4:30 p.m. and other times as needed for appointments and groups	Floyd/Mitchell/ Worth Domestic Abuse Outreach Advocate
Franklin	Hampton	Private office located within the Windsor Theater in downtown Hampton (near the courthouse and other social agencies)	Tuesday & Friday 8:00 a.m. to 4:30 p.m. and other times as needed for appointments and groups	Franklin/Butler Domestic Abuse Outreach Advocate

<i>County</i>	<i>City</i>	<i>Office Description</i>	<i>Hours Staffed</i>	<i>Office Staffed By</i>
Hancock	Britt Garner	Private meeting space available within the Hancock Memorial Hospital (Britt) Hancock County Courthouse (Garner)	Wednesday 8:00 a.m. to 4:30 p.m. and other times as needed for appointments and groups	Hancock/Kossuth/ Winnebago Domestic Abuse Outreach Advocate
Humboldt	Bode Gilmore City Humboldt	CIS will secure private meeting space within each community by July 2013	Tuesday & Friday 8:00 a.m. to 4:30 p.m. and other times as needed for appointments and groups	Humboldt/Wright Domestic Abuse Outreach Advocate
Kossuth	Algona	Stand-alone office space located near Algona Garrigan school and commercial district. Three private offices and a large meeting room are available.	Monday & Thursday 8:00 a.m. to 4:30 p.m. and other time/days as needed for appointments & groups	Hancock/Kossuth/ Winnebago Domestic Abuse Outreach Advocate
Mitchell	Osage	Private office located within the county services building (located within one block of the courthouse and two block from the law enforcement center).	Monday & Thursday 8:00 a.m. to 4:30 p.m. and other times/days as needed for appointments & groups	Floyd/Mitchell/ Worth Domestic Abuse Outreach Advocate

<i>County</i>	<i>City</i>	<i>Office Description</i>	<i>Hours Staffed</i>	<i>Office Staffed By</i>
Winnebago	Forest City Lake Mills	Private meeting space available within Prairie Ridge Addiction Treatment Services (Forest City), Mental Health Center (Forest City), Waldorf College (Forest City), Lake Mills Community Theater (Lake Mills)	Tuesday & Friday 8:00 a.m. to 4:30 p.m. and other times as needed for appointments and groups	Hancock/Kossuth/ Winnebago Domestic Abuse Outreach Advocate
Worth	Manly Northwood	CIS has confidential meeting space available at the Courthouse (Northwood), Public Health (Northwood), Manly Police Department (Manly) and Diamond Jo Casino	Wednesday 8:00 a.m. to 4:30 p.m. and other times as needed for appointments and groups	Floyd/Mitchell/ Worth Domestic Abuse Outreach Advocate
Wright	Belmond Clarion Eagle Grove	CIS will secure private meeting space within each community by July 2013	Monday & Thursday 8:00 a.m. to 4:30 p.m. and other times/days as needed for appointments & groups	Humboldt/Wright Domestic Abuse Outreach Advocate

PROGRAM NARRATIVE

I. PROGRAM/AGENCY ADMINISTRATION

PROGRAM/AGENCY STRUCTURE

Mission Statement and Brief History

The mission of Crisis Intervention Service is to provide victims of domestic abuse and sexual assault in North Central Iowa with confidential, 24-hour services including shelter, safety, support and education with the assistance of professional staff and trained volunteers.

1977	Crisis Intervention Service grew out of an expressed need by women in North Central Iowa in 1977. The organization began as a drop-in center, focusing on the needs of displaced homemakers, particularly rural women. Within the first year, services began to focus on domestic violence and sexual assault concerns.
1991	CIS rented space to provide shelter for victims of domestic violence.
1997	CIS purchased a shelter/office facility.
1999	CIS opened 3 rural outreach offices.
2005	CIS opened 2 additional rural outreach offices.
2006	CIS conducted the first of four local Safety & Accountability audits the examined how community partners responded to adults and children impacted by domestic violence in North Iowa.
2009	CIS updated their strategic plan.

Crisis Intervention Service is a dual service agency, providing both domestic abuse and sexual assault services. In the upcoming year, CIS will begin to operate as a multi-service agency, with three separate program areas: comprehensive domestic abuse, comprehensive sexual assault and homicide survivor services

Crisis Intervention Service will remain focused on domestic abuse services throughout this transition. The transition to this service model has been strategically designed to allow for sexual assault program staff and advocates to be separate from other services. This model will allow for increased specialization and focus on issues important to sexual assault victims.

The leadership team, consisting of the Executive Director and Officer Manager has 45 years of combined experience with the agency. This team has been focused on sound financial management and program development to maintain high quality services throughout the past 23 years of the agency. The agency mission statement and commitment to victim empowerment is at the core of all decisions and initiatives.

How agency name reflects the needs it serves

The name of the agency, Crisis Intervention Service, does not clearly identify our target population of domestic abuse specifically, but rather implies that we are a general agency service for all kinds of crisis. This broad definition has served our community well, as we are viewed as a great resource option for numerous concerns. Our name is highly recognized within our services area as a provider of comprehensive domestic abuse services.

Current make-up of the board

The CIS bylaws allow for an 8-12 member board of directors. The Board currently has nine active members. The board strives to have a diverse membership in profession, gender and geographic location.

The majority of current board members are from Cerro Gordo County, with one representative from Kossuth County. Our board membership includes a representative from North Iowa Area Community College, the Mason City Police Department, Mercy Medical Center-North Iowa, a local temporary employment agency, a certified public accountant, the owner of a small business, a customer service representative from a local manufacturing firm and two community volunteers.

The majority of board members are female (77%). Our board has four self-identified survivors of violent crime.

Our board of directors meets every other month to review financial information, monitor agency programs and conduct long-range planning.

How board will be reflective of new service area

The board has intentionally left three positions open, with plans of adding representation from our expanded service area after July 1, 2013. Board members will be deliberately recruited outside of Cerro Gordo County.

At a regional level, ACCESS (Ames), CIS (Mason City), Domestic Sexual Assault Outreach Center (Ft. Dodge) and Domestic Violence Alternatives/Sexual Assault Center (Marshalltown) are searching for opportunities to bring our boards together. This may occur through a regional committee focusing on setting goals for regional coordination and advancement, or it may occur as full joint board meetings, to allow for the entire leadership of our organizations to meet and collaborate. Whatever regional board structure is implemented, it will help ensure that all areas of the North Central region are provided with consistent and high-quality oversight.

DESCRIPTION OF SERVICE AREA

Demographics

The projected service area includes 11 counties located in North Central Iowa (Butler, Cerro Gordo, Floyd, Franklin, Hamilton, Hancock, Kossuth, Mitchell, Winnebago, Worth and Wright counties). The service area includes a total population of 164,346 individuals based upon 2011 estimates from the US Census Bureau. The service area encompasses 6,059 square miles, with an average of 28 individuals per square mile, compared to the state average of 54.5 individuals per square mile.

Our service area has a higher percentage of individuals over the age of 65 (19.65%) than the state average (14.9%). CIS has developed specific materials related to older Iowans and has established partnerships with other organizations serving this same population.

While the service as a whole is less diverse than the state, however Franklin and Wright counties has a higher percentage of Hispanic residents than the state average (Franklin-11.2%, Wright-9.6%, compared to the state average of 5.2%). CIS has established meaningful partnerships within Franklin county and will to forge similar collaborations throughout the region, with a special focus on Wright county.

The following table highlights selected demographic & socio-economic data from our service area, compared to the state as a whole:

	Service Area	Iowa
Persons under 5	5.92%	6.5%
Persons under 18	22.73%	23.7%
Persons 65 and over	19.65%	14.9%
Race		
White	97.78%	93.0%
Black	0.81%	3.1%
American Indian/Alaska Native	0.24%	0.5%
Asian	0.66%	1.9%
Native Hawaiian	0.01%	0.1%
Two or more races	0.98%	1.5%
Hispanic/Latino	3.85%	5.2%
White, not Hispanic	94.29%	88.4%
Other		
Living in the same house one year and over	88.38%	84.3%
Language other than English spoken at home	4.79%	7.0%
Veterans	14,753	239,229
Households	70,816	1,219,137
Persons per household	2.33	2.41
Per capita money income	\$25,008	\$26,110
Median household income	\$47,344	\$50,451
Persons below poverty level	10.9%	11.9%

Our service area has a slightly higher percentage of veterans compared to the state average (8.9% locally, compared to the state average of 7.8). CIS has established collaborating in place with special housing programs for veterans, Veterans Affairs, as well as the Family Alliance for Veterans of America.

Overall, our region has a lower percentage of individuals living in poverty (10.9%), than the state average of 11.9%. There are four counties within our service area that rank higher than the state average in poverty: Cerro Gordo (13.5%), Floyd (13.6%), Franklin (12.3%) and Worth (12.5%). Our staff are well connected with local resources that provide financial assistance.

Barriers experienced by domestic abuse victims/survivors and the community.

Domestic abuse is a pervasive social problem with devastating effects for victims and society in general. Although there have been great strides in the movement towards assisting victims of

abuse, victims still face multiple barriers when coming forward to report victimization. Not only must the victim endure the actual abuse, but many are often re-victimized and are forced to endure societal reactions that often place blame for the crime on the victim. Sadly, a victim's psychological functioning following the assault may be intensified by societal reactions to her/his disclosure of domestic abuse. No individual can predict how a victim will respond to domestic abuse as multiple internal and external factors influence the victim's response.

There are numerous barriers that make it difficult for victims to disclose and talk about their experiences. These barriers come from myths and stereotypes that exist in our society.

- Fear of being blamed or judged
- Fear of not being believed
- Fear of recourse by the batterer
- Shame and self-blame—a belief s/he was somehow to blame for the assault, or could have prevented it
- Stigma or discrimination that might occur if s/he reveals the assault
- Anxiety about losing control of anonymity, privacy and personal identity
- Lack of knowledge about his/her legal and civil rights or options
- Fear of retaliation for disclosing the identity of, or taking action against, an assailant

Rural victims are often isolated from support systems and service providers. The proposed service area is fairly rural, with an average of 28 individuals per square mile. The largest community within our service area has a population of 27,944. Transportation can be difficult, as there is limited public transit, so even if there is the availability of public transportation, the cost may be prohibitive for many individuals. Additional barriers specific to rural victims include:

- Lack of anonymity and little chance for confidentiality
- Greater physical isolation and great distances from social services, medical care and law enforcement
- Informal social controls that dictate secrecy of personal problems
- Distrust of outside assistance
- Special populations and minorities are not recognized in many rural communities

There are other groups who might experience barriers because their credibility is questioned. These groups include individuals in conflict with the law, individuals with psychiatric diagnoses, individuals with addictions and individuals involved in the sex trade industry.

CURRENT VOLUNTEER PROGRAM

Crisis Intervention Service has 45 volunteers. The majority of our volunteers provide indirect service, such as sorting donations, distributing brochures/flyers, maintenance and fund raising. Our direct service volunteers assist with transportation, facilitate activities and help staff the office. We also have volunteers who assist with community events such as local health fairs and short-term projects such as updating a room, assisting with yard work, etc.

Our direct service volunteer numbers are fairly low. One reason for this could be the lack of diverse volunteer opportunities. Another factor could be that the individual who coordinates our volunteer program also conducts the majority of community education and prevention work for the agency, thus her time is limited

Our Community Educator provides volunteer trainings two times per year (typically spring and fall). The length of the sessions and times of day are flexible based upon the desires of the group seeking training. When an individual calls with an interest in volunteering, we determine how they would like to become involved. If they want to provide direct client services, we let them know the time frame of our next volunteer training. Approximately six weeks prior to a volunteer training, we send out press releases, encourage staff to share information at community meetings and post information on our Facebook page. We also discuss volunteer opportunities when we speak with community groups.

Plans for volunteer program and services

Crisis Intervention Service will conduct a minimum of four volunteer trainings per year. Historically, the volunteer trainings have been held in Mason City, which made attendance challenging for individuals from other areas throughout our region. In 2013/2014, the agency will hold a volunteer training in Algona (Kossuth), Belmond (Wright), Alison (Butler) and Osage (Mitchell). Our plan is to increase the number of volunteers throughout our entire region, instead of the current focus within Cerro Gordo and Kossuth counties.

Our Prevention Specialists will coordinate volunteers, training and management. All agency staff will assist with training and mentoring new volunteers.

We will compare our volunteer training outline with the training outlines of the other three victim service organizations within our region, during the first quarter of 2013/2014, in an effort to develop one uniform training outline for all four organizations. This will allow for greater sharing of volunteers and continuity of training.

We will coordinate our volunteer training schedule with the three other victim service program in our region to make sure our trainings do not overlap with other trainings. We will also make our trainings available to individuals interested in volunteering for the other three victim service agencies.

We will also provide an updated mini-training for our current volunteers within the first quarter of 2013/2014 to provide a comprehensive update of changes within the region. Our goal for the next year is to increase the use of volunteers for the provision of direct service, as well as continued use for indirect services.

STAFFING

How staff is reflective of the service region and its diversity

Our staffing lacks racial and cultural diversity, but our agency does look for other opportunities to demonstrate diversity. Our staff ranges in age from 28-79. Our staff is all female. Our volunteer pool does add some gender diversity. We currently have staff who identify as LGBTQ and those of various faiths or religions.

Our staff is very active in the community outside of the workplace, serving on local boards, state caucuses, in public office, within the school system and communities. We know that when individuals see our staff in similar activities and facing similar life situations, they may conclude that our staff has a greater understanding of their own personal needs.

Hiring, training and utilization of new staff, as well as shift current staff duties

CIS currently has 14 direct service staff who provide support and services to both sexual assault victims and domestic violence victims. The agency is in the process of determining the best area of specialization for each individual employed at the agency. The majority of staff positions will most likely be filled by current employees or individuals working within the counties/communities that CIS will be adding to their service area. There are some individuals currently working at the organization who may not transition to our new service delivery model, due to geographic constraints or their individual desire for evening and overnight work hours.

Our Domestic Abuse Program will include our Executive Director, Office Manager, Prevention Specialist and five Outreach Advocates.

The Executive Director and Office Manager will work primarily out of the Mason City office and provide leadership and guidance throughout the region. Each Outreach Advocate will be assigned to one to three counties, based upon population. The Prevention Specialist will provide services throughout the 11 county region.

All Outreach Advocates will be skilled in working with survivors of all ages. Our service model will focus on creating avenues for rural survivors to be aware of services and utilize these services by overcoming barriers such as isolation and transportation. Advocates will focus on assessing individuals' needs and desires to provide appropriate assistance and referrals. When there is a need to serve multiple family members simultaneously, yet individually, we will be able to call on advocates from neighboring counties and/or utilize volunteers to coordinate such services.

CIS will have one Domestic Abuse Outreach Advocate based in Cerro Gordo County (population 43,938). She will be able to utilize confidential meeting space within our main office and several other locations throughout the community such as libraries, law enforcement agencies, schools, colleges, hospitals and medical clinics. This position will be held by our current Youth Advocate.

CIS will have one Domestic Abuse Outreach Advocate serving Floyd, Mitchell and Worth counties (population 34,397). This individual has confidential office space available in all three counties. The agency has stand-alone space available in Floyd (Charles City) and Mitchell (Osage) counties, and access to space in two additional communities within each county, at locations such as churches, public health offices, schools, hospitals, clinics, courthouses and law enforcement centers. This position will be held by our Domestic Violence Advocate who has extensive experience in working within rural systems.

CIS will have one Domestic Abuse Outreach Advocate serving Butler and Franklin counties (population 25,669). CIS has stand-alone office space in Franklin (Hampton). We will work

with current service providers and the community to secure confidential meeting space within Butler County in June 2013. We will look for opportunities within churches, public health offices, schools, hospitals, clinics, courthouses and law enforcement centers, but will also be open to other locations that work for our target population and the community. We will first attempt to fill this position with a staff person from the program currently serving this area.

CIS will have one Outreach Advocate serving Humboldt and Wright counties (population 22,870). We will work with current service providers and the community to secure confidential meeting space within Humboldt and Wright counties in June 2013. We will look for opportunities within churches, public health offices, schools, hospitals, clinics, courthouses and law enforcement centers, but will also be open to other locations that work for our target population and the community. We will first attempt to fill this position with a staff person from a program currently serving this area.

CIS will have one Outreach Advocate serving Hancock, Kossuth and Winnebago counties (population 37,472). The agency currently has stand-alone space available in Kossuth (Algona) and Winnebago (Lake Mills), with access to confidential meeting spaces in at least three communities in each county at locations such as churches, public health offices, schools, hospitals, clinics, courthouses and law enforcement centers.

As CIS transitions from a dual agency to operating separate and distinct programs under a multi-service agency model, staff members who have provided both sexual assault and domestic violence services will be working only as domestic abuse advocates. We know from our experience that sexual violence can be a part of a pattern of domestic abuse. We also know that survivors of sexual assault may also have domestic abuse issues. Therefore, these staff will still be able to utilize their skills and understanding of the components of sexual assault. CIS is committed to ensuring that domestic abuse outreach advocates are training on many issues that intersect with domestic violence.

CIS will request guidance from the Iowa Coalition Against Domestic Violence in training new staff. CIS advocates will attain their Domestic Abuse Certification through ICADV as soon as possible after hire. The CIS volunteer training program helps expedite the certification process and equips new hires to provide direct service.

How your program will manage and supervise staff in the service area/region

Management and supervision of staff within our service area will be the responsibility of the Executive Director. The domestic abuse outreach advocates are expected to be more “mobile” in the new model; working primarily within the communities and systems they are serving. They will no longer be responsible for assisting with other agency duties, and will have more flexibility in scheduling. These staff will need to have distinct ways for connecting with each other and supervision efforts for the purpose of evaluation, technical assistance, and support. The domestic abuse staff will meet weekly as a group to discuss cases and program outreach. The Executive Director will not only be meeting with individual staff to provide supervision, but supervision will also be incorporated into many aspects of the services. For example, the Executive Director will attend speaking engagements of the advocates or serves on community based/professional committees that interplay and provide direction for the work that advocates

are performing. The Executive Director will provide direct service by participating in the on-call system, and serving clients when an additional advocate is needed. Being involved in the service delivery to some extent helps the Executive Director stay highly informed of the direction of the staff in their work.

At a regional level, the North Central region has devised a plan to add another layer of quality to staff management and supervision. The agencies serving this area recognize that professional peer interaction can help develop a staff member's skills and keep that staff person motivated and connected to the work at times when they may feel isolated or overwhelmed. ACCESS, CIS, and DVA/SAC will create opportunities for their staff to come together to share ideas and support one another. These meetings will likely be categorized by staff specialization, such as volunteer coordination or legal advocacy, but may also be event/program specific at times, such as meeting to discuss ideas for domestic violence awareness month. The Executive Directors will meet with each other often as well. This has proven to be very beneficial in the period of regional planning. Directors will meet to share ideas about remote supervision, to generate ideas about quality program management and to offer support.

Salary range

The current starting salary for a full-time outreach advocate is \$22,000 per year. The proposed budget increases our annual starting salary to \$24,000 per year. At the present time, our lowest annual salary is \$24,080 (Community Educator) and our highest is \$60,225 (Executive Director). We recognize the disparity between the highest and lowest salary, however our Executive Director has 23 years of experience, compared to 3 years for our Community Educator. Our hourly wage ranges from a low of \$10.00 (starting wage for a Shelter Advocate) to \$13.75 (Office Manager).

Annually:	Lowest Salary: <u>\$24,080</u>	Highest Salary: <u>\$60,225</u>
Hourly:	Lowest Salary: <u>\$20,800</u>	Highest Salary: <u>\$28,600</u>

Staff turnover

The average turnover rate last year was 17.64%. In 2011-2012, CIS had 17 employees. During that year, one full-time outreach advocate and two part-time shelter advocates left the organization.

Subcontracting

Crisis Intervention Service will not subcontract for services with individuals or other programs/agencies. Each program will operate its own distinct program within the region. Programs within the region may assist each other in service provision when needed, such as cases when a victim has a conflict with one agency, or when there is overlap in service areas or when a victim lives in one area but has legal, medical or other needs that occur in another area.

II. PROGRAM SERVICES

PLAN FOR PROVIDING OUTREACH SERVICE IN THE SERVICE AREA

Crisis Intervention Service is requesting funds to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hamilton, Hancock, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

Crisis Intervention Service will have a toll-free and local number available for victims to access 24-hours a day. On weekdays from 8:00 a.m. to 4:30 p.m. we will answer the crisis line in our main office, which is located in Mason City. In the evenings and on weekends, our crisis line will be forwarded to ACCESS in Ames where trained staff and volunteers will answer the calls. We will provide contact information for local resources and on-call staff, so that they can make appropriate referrals and contact on-call staff for immediate response.

CIS currently provides short-term, crisis and follow-up counseling for adult and child victims of domestic violence, sexual assault and their non-offending significant others. CIS also provides victim advocacy, child/youth advocacy, court accompaniment, medical advocacy, one weekly group for adult and child victims of domestic violence, one weekly support/educational group for female inmates at the Cerro Gordo County Law Enforcement Center, a weekly group for adult women with substance abuse and domestic violence issues, three weekly groups at Francis Lauer Youth Services, a toll-free crisis line, cellular phone program and shelter. CIS also provides community education programs to school-aged children, professionals and civic groups. All services and programs are available throughout the service area at no cost.

In Cerro Gordo and Kossuth County, CIS advocates and volunteers provide immediate in-person response following every domestic abuse arrest. When children are present, a youth advocate also responds to provide support and advocacy for children. Staff and volunteers also provide immediate in-person response to area hospitals, law enforcement agencies or other secured locations for both sexual assault and domestic violence victims as requested in other counties.

The central office and shelter are both located in Mason City. Comprehensive counseling and advocacy services are available in the Mason City office, as well as one weekly support groups for adult and child victims of domestic violence. The 24-hour crisis line is answered in the Mason City office. The Mason City office also provides cellular phones for victims of violence.

Each outreach advocate provides comprehensive counseling and advocacy services and gives cellular telephones to victims of violence. Advocates are available to assist victims throughout the service area with counseling and advocacy services. CIS has made arrangements with hospitals, law enforcement and other service providers for safe, private space to meet with victims in communities throughout the service area.

CIS will provide domestic abuse training and ongoing support to area professionals. This training will vary based upon the needs of the audience, ranging from basic domestic abuse information to more comprehensive training for responders.

Outreach to underserved populations

<p>Children</p>	<p>CIS provides support, advocacy and counseling to all ages, including children.</p> <p>Historically we reach the majority of our children through our community education and prevention programming. This connection is brief and somewhat impersonal. It is not unusual for youth to have private conversations following a presentation or call for services and support at a later time.</p> <p>CIS provides a great deal of financial support and assistance to improve the lives of children. CIS is able to provide clothing, school supplies, birthday gifts/party supplies, holiday parties and other celebratory items.</p> <p>CIS regularly meets with youth involved with Francis Lauer Youth Services and the Mason City Youth Task Force.</p> <p>The organization provides a safe space for parents and children to discuss their concerns and rebuild their lives free from violence.</p>
<p>Incarcerated and formerly incarcerated victims</p>	<p>CIS will continue to conduct weekly support/educational groups with female inmates at the Cerro Gordo County Law Enforcement Center. CIS will add groups at other jails as the female census allows.</p> <p>CIS will reach out to each jail throughout the service area to enhance our working relationship. Each advocate within the county will be responsible for making contact with the jails and halfway houses within their communities to make sure the jails have our contact information and allow our advocates to meet with inmates as needed.</p>
<p>Lesbian, gay, bisexual, transgender and queer (LGBTQ) population</p>	<p>CIS has two staff members who are co-chairing the Iowa Coalition Against Sexual Assault/Iowa Coalition Against Domestic Violence LGBTQ Caucus and have developed a training on best practices for service agencies.</p> <p>Our organization has closely partnered with local PFLAG group (the largest one in our state) and have presented at their meetings. We have several staff members who actively participate in local PFLAG meetings and social outings.</p> <p>We have recently embarked upon a comprehensive review of LGBTQ-friendly language in our forms and brochures. We are also developing a LGBTQ brochure for domestic abuse victims.</p> <p>We will continue our local collaboration with PFLAG and Gay Straight Alliances throughout our service area. In addition, we will work closely with One Iowa and the newly formed Lavender Umbrella.</p> <p>Our continued education and partnerships will increase our internal capacity to better respond to the challenges facing this population in rural Iowa.</p>

<p>Populations underserved because of special needs</p>	<p>CIS has one staff person who is bilingual in English and Spanish. In addition, all staff members have information on interpreters, and make certain that victims are informed about their right to an interpreter. Staff members are also able to advocate for the rights of victims when other systems are hesitant to respond in a culturally appropriate manner.</p> <p>The organization also has a video phone and TTY and the staff is trained on the use of each form of communication.</p> <p>The organization has focused staff training in the past year on abuse across the lifespan, with a special focus on abuse in later life. We have developed a specific brochure targeted towards older Iowans and their support systems. We have a variety of agency resources available in larger font sizes.</p> <p>The agency devotes 20% of staff training time each year toward enhancing staff skills in responding to underserved populations.</p>
<p>Victims with special needs such as mental health and substance abuse</p>	<p>CIS facilitates weekly support and educational groups with both inpatient and outpatient women at Prairie Ridge Addiction Treatment Services.</p> <p>CIS will start a Seeking Safety group in three counties (Butler, Cerro Gordo and Kossuth). Seeking Safety is a present-focused therapy to help people attain safety from trauma, PTSD and substance abuse.</p> <p>CIS is regularly called to meet individually with victims at Prairie Ridge Addiction Treatment Service as well as the psychiatric unit at Mercy Medical Center-North Iowa.</p> <p>CIS is working with Prairie Ridge Addiction Treatment Services (PRATS) and the Mental Health Center of North Iowa to duplicate the cross-training and capacity building project that CIS and PRATS conducted more than twelve years ago.</p>
<p>Underserved racial and ethnic populations</p>	<p>There is a fairly large Hispanic/Latino community in several of our counties. While the organization has a variety of Spanish print and media material, we will conduct specialized outreach in Franklin and Wright counties. This will include brochures and flyers in Spanish, as well as victim rights information and Crime Victim Compensation posters and applications.</p> <p>In addition to general outreach, we will specifically reach out to churches, educators and other community partners.</p> <p>We currently have one bilingual staff person, with a goal of adding at least one more staff person who is bilingual in English and Spanish after July 1, 2013.</p>

How will you serve all counties/communities within your area

CIS will have a designated staff person(s) for each county within the service area. This individual will be responsible for making connections within the community and building partnerships.

By July 1, 2013, CIS will have at least one designated meeting place/office in each county that can be easily identified by the community. The organization will expand their presence by identifying safe meeting spaces in as many communities as possible within each county during the next eleven months.

In addition, we will be increasing our community presence, by taking our services to groups and individuals, rather than simply sitting by the phone or sitting behind a desk, waiting for people to come to us.

HOW WILL YOUR PROGRAM PROVIDE COMPREHENSIVE SERVICES

<p>Assessment</p>	<p>All victims connecting with CIS for service will have an opportunity to be assessed for service. Assessment is centered around helping that victims share as much about their experience of abuse as necessary in order to help our services meet their needs. In some cases it may be necessary for that victim to share details of the types of abuse or the patterns of abuse that have been experienced. In other cases our services simply center around understanding the impact of the abuse on the victim. CIS' goal is to be as flexible and sensitive with this information gathering as possible.</p>
<p>Case Management</p>	<p>When assessing a victim, CIS pays particular attention to assessing the "help-seeking" that this victim has already engaged in. If a victim has had successful experiences in reporting to law enforcement or seeking counseling, our advocacy services want to expand on that by empowering that victim to continue engaging with these and/or other resources. If the victim has felt ignored or abused further in the process of seeking help, then our services may be more actively involved in assisting victims through various stages of their safety planning or healing.</p> <p>In the course of assessment, if it is determined that an individual or family faces multiple barriers to safety, healing or stability, our services will involve elements of case management. This may include transportation to and from appointments, assistance in filling out applications for service, or consulting with other providers to help coordinate care. At all times, case management is done with high respect for confidentiality. If a victim does not want to allow CIS to communicate with other providers in their life, we can offer case management in a way that it more secure.</p> <p>Domestic abuse often impacts many aspects of a person's life. Advocates will provide both immediate and ongoing assistance to meet the needs of individuals. This assistance could be directly related to domestic abuse, by</p>

	<p>providing assistance and support with the medical and reporting process, as well as accompaniment to hospitals, law enforcement agencies, court appointment and crime victim compensation.</p> <p>We will also provide assistance and referrals for basic needs such as shelter, food, clothing, housing and rental assistance.</p> <p>By strengthening our relationship and collaborations with local agencies and community partners, we will help reduce barriers for victims in North Central Iowa.</p>
<p>Community Organizing</p>	<p>Our work encompasses both intervention and prevention. For domestic violence to be eradicated, it must be met with a comprehensive response which includes interceding where violence is happening to provide safety, support and resources to those impacted, as well as educational outreach and social change which informs behavioral choices people make and preclude domestic violence from occurring in the first place.</p>
<p>Crisis Intervention</p>	<p>Crisis intervention is offered to assist victims in moving forward in their plans for safety and healing. The organization recognizes that victims may, at times, feel paralyzed or overwhelmed by a recent experience of abuse or by the recollection of a past experience. CIS' domestic abuse crisis line will be available to assist if a victim is experiencing this crisis state and is able to call. A victim or a victim's support system can also request crisis intervention in-person. In some cases this involves a counseling meeting. Counseling focuses on listening, helping a victim become grounded, and providing affirmations. When a victim is in crisis, counseling is not about problem solving or goal setting.</p> <p>Staff will provide immediate, in-person response within medical, law enforcement and other settings at the request of victims.</p> <p>The agency will have a minimum of 3 staff people on call at all times to ensure a timely response throughout the eleven county service area. There will be one person on call in the six eastern counties (Butler, Cerro Gordo, Floyd, Franklin, Mitchell, Worth) and one person on call in the five western counties (Hancock, Humboldt, Kossuth, Winnebago, Wright). There will also be one additional person on-call to serve as a back-up to the two regional on-call staff.</p>
<p>Emergency , long-term and systems advocacy related to: Housing Economic Justice Legal/Court</p>	<p>CIS domestic abuse advocates will provide initial crisis response, as well as ongoing support and advocacy in an effort to reduce barriers. The length and frequency of services will be based upon the needs and desires of victims.</p> <p>Advocates will be skillful in the provision of general/personal advocacy, as well as specialized needs within the legal system (civil and criminal), housing, economic, medical, education and other systems.</p> <p>When victims navigate a system related to their experience of abuse, CIS is</p>

Medical
Personal

ready to make advocacy available. In many cases, we hope that our efforts to educate these systems ensures that the victim will feel supported, sufficiently cared for, and listened to. When the victim is unsure, or if the system is especially difficult for the victim to navigate, we want to be available.

In the court system, our advocates can be with the victim on both the criminal and civil legal side of issues. When a victim decides to report a crime, we offer support at the meeting, possibly call ahead to ask that a victim-centered officer is available, and/or thoroughly explain the process of reporting. As the report is being investigated, our advocates are active in accompanying the victim in follow up interviews, helping the victim attain updates on the process, and continually voicing her/his needs to the officials. If a case is taken to trial, we offer accompaniment at any court related meeting. In addition to serving the primary victim, we offer assistance to the victim's support network to help them understand or navigate the process.

For civil actions, we have a similar approach. If a victim is considering filing for a domestic abuse protective order, we work to aid them first in understanding their eligibility. A victim can fill out an application form with an advocate, or can be assisted in understanding key aspects of the application itself. If a judge visits with the victim, we offer accompaniment to help the victim feel supported. We continue to be available to attend a permanent hearing if/when scheduled. In addition to protective orders, advocates often assist when a victim is pursuing a divorce or custody. If the victim needs an attorney, we can connect them with services, and accompany her/him to attorney meetings.

When a victim seeks out medical care for a domestic abuse related situation, we offer various levels of assistance. Emergency room care often is complex. Unlike a sexual assault, there are not commonly medical providers that are specially trained to respond to domestic abuse. Often, a medical provider is confused about reporting requirements. Our advocates work to ensure that when possible, the victim has the right to choose about criminal action. Advocates also work to ensure that emotional and safety needs are met. A victim often goes to the emergency room alone after being assaulted. They may be ashamed, or have few supports, and thus limited opportunity to emotionally process their situation. At times, a victim may not be safe to return home after seeking medical care. Our advocates assess this need, and offer assistance getting to a safe place.

In addition to emergency medical care, CIS advocates offer comprehensive medical advocacy. A victim may go to her/his primary care physician on a regular basis and never disclose experiences of abuse. If a victim needs to explain an abuse history to her/his doctor, we can help by preparing the victim for that conversation, or attending the appointment.

	<p>In the area of economic justice, our advocates work to help a victim seek and attain financial stability. Often times this starts with honest conversations about how patterns of abuse have impacted her/his ability to gain an income or maintain financial stability. Victims may attribute continual loss of jobs to their own abilities, rather than seeing that her/his abuser was interfering with job opportunities. Or the victim may need to assess the impact of trauma on her/his ability to perform well at a job. When a victim decides to seek new or enhanced income through job seeking, our advocates assist by helping the victim look for employment. Our agency has a computer available for clients to use to develop a resume or evaluate job opportunities. We can also assist with providing appropriate clothing for interviews and employment.</p> <p>In the past 2 years, CIS has facilitated financial literacy classes, utilizing the Allstate curriculum, in two different counties. We look forward to spreading this opportunity throughout our service area.</p> <p>Housing advocacy is an integral component of our services. Sheltering is not a long term solution for any victim, and is not the preferred option for many. Our advocates work diligently to stay abreast of housing resources to help people avoid facing homelessness altogether, or to help people quickly return to stable housing.</p> <p>When a victim is in need of housing, we have many updated housing applications and guidelines at our fingertips. We can walk a victim through any of these, helping them fill them out or understand whether they are qualified. Advocates can provide transportation and accompaniment if needed. If a victim is facing eviction, we work to help them know their rights. We can connect them to legal services when eligible in order to delay or avoid eviction. We can inform landlords and rental managers of the protections under VAWA for individuals facing eviction due to her/his abuser's criminal behaviors.</p>
<p>Prevention</p>	<p>Crisis Intervention Service will continue to provide primary domestic abuse prevention programming for all ages. CIS collaborated with the North Iowa Child Abuse Prevention Council to provide programming for school aged children.</p> <p>In addition to providing primary prevention, the organization works to strengthen the relationships between youth and supportive adults for the purpose of preventing domestic violence.</p> <p>CIS also devoted time and resources to the development and implementation of social norms campaigns.</p>

<p>Transportation</p>	<p>CIS staff will reduce barriers for accessing services by shifting more advocates and resources into the community, rather than simply having advocates sit at a desk waiting for the next person to walk through the door or call on the crisis line.</p> <p>Staff will meet victims in safe places within any part of the 11 county service area. In addition to reducing transportation barriers to our services, we will work to enhance transportation to other essential services for individuals. For some individuals, this may mean that our advocates or volunteers will assist with transportation to appointments. For others, it may mean the organization will assist by providing gas cards, bus tokens or transit passes.</p> <p>CIS will work with the three other victim service programs, as well as the local transit agencies to assist with transportation needs not only in our 11 county area, but throughout the North Central Region.</p> <p>While North Iowa lacks comprehensive public transportation, there are many emerging programs that help reduce barriers.</p> <ul style="list-style-type: none"> • Regional Transit provides daily door-to-door services throughout eight counties in North Central Iowa. • The Saints Shuttle provides transit service from Mason City to the University of Iowa Hospitals and Clinics (Iowa City) and back two days a week. • The Fort Dodge Dash provides transportation to and from Fort Dodge two days a week. • The Marshalltown Missile provides transportation to and from Marshalltown one day a week. <p>A new service, the North Iowa Commuter Express (NICE), is slated to begin operation in the spring of 2013. The NICE bus will provide daily bus service to various factory and manufacturing firms throughout North Iowa. This will help reduce employment barriers for individuals without reliable transportation.</p>
<p>Trauma-specific/ informed counseling strategies</p>	<p>Our services and approaches are based upon a thorough understanding of trauma and its consequences, taking a holistic approach to the individual. Services are strengths based with a collaborative, partnership approach with the survivor, which allows for self-direction.</p> <p>We recognize that while survivors may have experienced recent trauma, it is important to consider that many survivors have been victimized multiple times in their lives. Experiencing multiple terrifying events can lead to complex trauma, which may affect many aspects of survivors' ability to function. We will work with survivors to overcome barriers by incorporating knowledge about trauma—prevalence, impact and recovery—in all aspects of service delivery.</p>

<p>Trauma-specific/ informed counseling strategies</p>	<p>Our staff understands traumatic stress and how it impact people and recognizes that many behaviors and responses that may seem “ineffective and unhealthy” in the present, represent adaptive response to past traumatic experiences.</p> <p>By establishing a safe physical and emotional environment where basic needs are met, safety measures are in place and advocate responses are consistent, predictable and respectful.</p> <p>Our advocates will help survivors regain a sense of control over their daily lives and build competencies that will strengthen their sense of autonomy; keeping survivors well-informed about all aspects of the system, outlining clear expectations, providing opportunities for survivors to make decisions and participate in the creation of personal goals and maintaining awareness and respect for basic human rights and freedoms.</p> <p>Our advocates will work with survivors to establish a holistic, person-centered healing atmosphere and facilitate communication within and among service providers and systems.</p> <p>Natural partners in the process will initially involve mental health and substance abuse professionals, as they are currently embracing trauma-informed services. We will not stop with these partners, but instead work to educate other community professionals and helping organizations.</p>
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CRISIS LINE SERVICES

CIS will answer the domestic abuse crisis line in the Mason City office during regular office hours. One staff member or volunteer will answer the domestic abuse crisis line at all times during business hours. After office hours and on weekends, the crisis line will be forwarded to the regional shelter provider in Fort Dodge. Staff and volunteers from the Fort Dodge program will provide immediate information and assistance to callers, as well as contact our local on-call staff if further assistance is required.

All CIS programs and services currently share one toll-free crisis line number for the entire service area, with three other lines available as back-up, rollover lines. CIS will be separating its crisis lines, with one line designated for domestic abuse and a separate line for sexual assault. In addition, each Domestic Abuse Outreach Advocate will have a cellular phone, so that victims and professional partners will have multiple avenues to reach a domestic abuse service provider.

This separation of crisis lines will require a significant amount of local education and marketing. CIS will advertise the crisis line on agency brochures, business cards, flyers and social media. In addition, we will send a letter and email to local professionals explaining the restructuring of victim services and agency changes shortly after July 1, 2013. Advertisement of these specific lines dedicated to domestic abuse services will also take place in local phone books, in

promotional materials, and on the CIS website. Our website is promoted on various other websites in the area. Agencies such as the Mason City Police Department, Cerro Gordo County Sheriff's Office, United Way of North Central Iowa, and the North Iowa Aging Services Coalition webpages will direct information seekers to our website, and thus the appropriate contact numbers.

Lastly, but perhaps most importantly, CIS will spread information of how to contact domestic abuse services through word of mouth. Our Board of Directors, Executive Director and direct service staff will canvas different groups, organizations and public locations with information about the path to connect to domestic abuse services.

OUTREACH, SERVICES AND SUPPORT TO WOMEN

WHO CHOOSE NOT TO LEAVE THE DOMESTIC ABUSE RELATIONSHIP

Our agency is prepared to serve victims with various understandings and plans regarding their experience with domestic abuse. CIS understands that a victim experiencing abuse takes steps to safety plan on a continual basis. In many cases, plans are not at all rooted in leaving the abusive situation. In many cases, leaving is validly considered by that victim to be more dangerous or complicated than staying in the abuse, or the victim simply is not at the point where she/he is ready to consider leaving.

With this knowledge, CIS services are centered around increasing and enhancing safety at all stages. Services involve education, safety planning, personal advocacy and counseling. All of these services can be offered when the victim is intending to leave or when the victim is intending to stay.

WHY CIS SHOULD BE CHOSEN TO PROVIDE DOMESTIC ABUSE COMPREHENSIVE SERVICES

The Directors of CIS, ACCESS (Ames) DVA/SAC (Marshalltown) and DSAOC (Fort Dodge) met frequently over several months to discuss the most cost-effective and victim-focused means to serve victims/victims in our 20-county region. As we looked at populations, cultures, geographical locations of hospitals, colleges and law enforcement agencies, and other unique challenges of our area, our agencies concluded that the region needed to be divided in the manner it has proposed to provide the highest quality domestic abuse services to all victims in our region.

CIS was identified as the best service provider for the northern rural counties of our region. The organization has provided comprehensive services to victims of domestic abuse since 1977. The agency has established significant meaningful and essential partnerships throughout an eight-county region in North Central Iowa (Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago and Worth). The ability of CIS to replicate its current rural services model made this organization a logical choice to further expand into three new counties (Butler, Humboldt and Wright). In addition, our agency has been dedicated to offering victim services for 36 years. Our staff is experienced, knowledgeable and passionate about making our services accessible to all victims of domestic violence.

III. PERFORMANCE MEASURES AND OUTCOMES (30 points)

Projections of victims to be served

	2013/2014 Projection	2014/2015 Projection
Domestic Abuse-Female	750	825
Domestic Abuse-Male	60	66
Domestic Abuse-Teen	55	60
Domestic Abuse-Child	270	297
Underserved-Racial and Ethnic	25	27
Underserved-Disability	25	27
LGBTQ	10	11
Incarcerated/Formerly Incarcerated	150	165
Mental Health/Substance Abuse	150	165
TOTAL	1,495	1,643

Method for projecting number of victims to be served

The following table highlights the number of domestic abuse survivors served in the past two years:

	2010/2011 Actual	2011/2012 Actual
Domestic Abuse-Female	1,321	1,132
Domestic Abuse-Male	67	58
Domestic Abuse-Children	316	269
Stalking	30	32
TOTAL	1,734	1,491

We used this data to conservatively estimate the number of individuals we project to serve in the next two years. In the first year of service, we are projecting a very modest increase based upon our current utilization. For example, the agency presently collects data based upon age, so we feel confident in our estimates of the various age categories, and incarcerated victims. We projected a 10% increase in utilization in year two.

A good portion of our work will be focused on increasing the capacity of other service providers and community members to competently serve victims. That may mean that at times, we do not have contact with the victim, but will reach them indirectly through other organizations. With guidance from the Crime Victim Assistance Division, we will attempt to record the number of victims benefitting from the assistance we are able to provide through community and professional allies. To counter this gap in recording, we do plan to reach portions of the population more effectively, and therefore anticipate that the numbers of underserved victims reached within our total services will increase.

Method used to gather feedback from victims

CIS employs a variety of formal and informal methods to gather feedback from individuals who have utilized our services.

CIS distributes formal surveys to inquire about what individuals liked about our services, what they didn't like, what services or assistance they needed but did not get, as well as space for additional thoughts. This survey also collects information about whether or not they feel safe as a result of our services and whether or not they have an increased awareness of other community resources.

In addition to our formal survey technique, our individual advocates simply talk with survivors and their support people about their perception of services, community response and how areas could be improved.

How program uses feedback to make changes/improve quality of services

This formal survey is compiled monthly, with the results shared with the board and staff every six months. As an agency, the positive feedback is always great to read, but we also examine the negative feedback closely in an effort to adapt programming and approaches in response to feedback.

GOALS & OBJECTIVES

The following goals and objectives have been formulated for CIS and the North Central Region's domestic abuse services in the next year.

GOAL 1: ENHANCE VICTIM SAFETY

Objectives	Measurement	Activities and Timetable
To educate 100% of victims seeking our services on understanding the dynamics of domestic abuse	<p>Each survivor will be asked in person or via brief formal survey of how their safety and well-being has been compromised by the trauma they have experienced.</p> <p>Surveys will include anonymous demographic questions so that diverse cultural, racial and ethnic backgrounds (including LGBTQ and Deaf individuals) can be measured and applied to specific dynamics of power and control or risk of abuse.</p>	<p>By July 1, 2013, CIS will provide individual and group educational counseling on an ongoing basis to victims of domestic abuse. The number of sessions will be determined by need/wishes of the victims.</p> <p>By December 31, 2013, CIS will tailor outreach and counseling methods to reach victims from racial, ethnic, and cultural backgrounds, including LGBTQ and Deaf individuals. This will be presented via staff trainings.</p> <p>By June 30, 2014, CIS will seek at least three professional opportunities per staff member per</p>

		<p>year for development and understanding to increase capacity to provide education and counseling to individuals from diverse backgrounds.</p>
<p>100% of victims will be able to apply personalized and holistic methods of safety planning through assistance and advocacy in this process.</p>	<p>Advocate will provide all victims seeking services with a power and control wheel, and explain both batterer-generated and life-generated risks to the survivor's safety in the process of safety planning.</p> <p>Advocate will provide all victims seeking services with a safety planning booklet, and help survivor develop at least one additional method s/he can utilize.</p> <p>With victim's permission, advocate will check in with each individual within one week of safety planning meeting to determine if safety planning strategies are being employed and how they are working. At this time, victims have the opportunity to identify barriers to successful planning safety strategies.</p> <p>Victims with diverse cultural, racial and ethnic backgrounds (including LGBTQ and Deaf individuals) will be asked if any barriers specific to them have hindered safety planning strategies. As these special boundaries are identified, they can be shared with all staff in non-identifying ways to help plan for future safety planning with special populations.</p>	<p>By August 31, 2013, CIS will update all safety planning and danger assessment tools.</p> <p>By October 31, 2013, CIS will hold refresher training on safety planning with all staff. This will include special attention to safety planning methods that apply to individuals from diverse backgrounds.</p> <p>By October 31, 2013, CIS will communicate to all staff any changes in procedures and qualifications for criminal and civil safety remedies in order to assist the victim in navigating these systems if chosen.</p> <p>By October 31, 2013, CIS will communicate any changes in procedures and qualification for remedies related to sheltering, relocation, and other methods to flee from domestic abuse if chosen</p>

Goal 2: Increase victims access to opportunities for healing

Objectives	Measurement	Activities & Timetable
<p>To assist 100% of victims seeking services in identifying at least one alternative healing avenue that can be applied to their coping and recovery needs relating to abuse.</p>	<p>Advocates will provide all victims seeking services a list of various alternative healing avenues that can be applied to their coping. This will include but is not limited to: book and film lists, meditation resources, yoga or other exercise classes, support groups and substance abuse meetings.</p> <p>Victims will indicate in surveys that they were able to add one or more healing techniques to their plans for recovery from abuse during the course of services.</p>	<p>By September 30, 2013, CIS will develop a list of healing resources that will include but is not limited to: book and film lists, meditation resources, yoga or other exercise classes, support groups and substance abuse meetings.</p> <p>By June 30, 2014, at least four special programs on holistic healing resources for victims will be offered throughout the year in addition to regular individual or group counseling provision.</p> <p>By June 30, 2014, CIS will seek information and resources on diverse methods of healing through art and other avenues that recognize needs of diverse populations. New resources will be communicated to staff as they become available and the resources list will be updated regularly.</p>
<p>To connect 50% of victims with other victims in various capacities as an opportunity to promote healing</p>	<p>Advocates will help each victim seeking services determine his/her feelings of isolation and desire to connect with other victims for support.</p> <p>Advocates will coordinate and moderate victim support group meetings.</p> <p>Advocates will survey support group participants after three sessions to determine victim's perception of level of support, effectiveness of meetings and participants' desired discussion topics.</p>	<p>By August 1, 2013, CIS will offer group counseling to victims weekly throughout the grant time period.</p> <p>By December 31, 2013, CIS will offer other avenues of group connections allowing for victims to meet each other and relate.</p>

<p>To assist 100% of victims seeking services in identifying at least one professional healing avenue that can be applied to their coping and recovery needs relating to abuse.</p>	<p>Advocates will provide all victims seeking services a list of professional therapists as an option for healing.</p> <p>Victims will indicate in surveys that they selected a professional therapist as part of their plans for recovery from abuse during the course of services.</p>	<p>By December 31, 2013, CIS and the North Central Region will revise the ACCESS (Ames) developed "Therapy Resource Guide" as a means to collect and share information about these professionals in the community. The project will start July 1, 2013, will continue throughout Fall and early Winter of 2013, and will be available for distribution and use with victims in early 2014.</p> <p>By June 30, 2014, CIS will continually connect and collaborate with community professionals with expertise in healing/mental health in order to share these resources with victims.</p> <p>By December 31, 2013, CIS will invite professionals to share information about their services with victims when appropriate.</p>
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Goal 3: Increase victims self-capacity and stability

Objectives	Measurement	Activities & Timetable
<p>To increase awareness in 85% of victims seeking services of personal strengths and skills that allow them to care for their needs and gain stability in their lives.</p>	<p>Advocates will provide all victims seeking services a list a survey (oral or written) to measure self-perceived recognition of self-care techniques, both at the first visit and regularly after subsequent visits to measure changes in awareness.</p> <p>Advocates will ask all victims seeking services if they can identify at least one skill that they have been able to recognize, foster or develop to help in her/his own stability. These will be recorded and shared with staff in a non-confidential way.</p>	<p>By October 31, 2013, CIS will integrate education on self-care and personal skill development into individual and group counseling.</p> <p>By November 30, 2013, CIS will make self-capacity supplies and resources available for victims on an ongoing basis- such as planners, journals and self-care books.</p>

<p>To connect 100% of victims seeking services with the additional resources and systems needed for assistance.</p>	<p>Advocates will provide all victims seeking services a list of community resources based on their stated needs.</p> <p>Advocates will help victims will increase recognition of helping resources already in her/his life, such as family and friends, and increase recognition of helping/supports that may need to be added.</p> <p>Advocates will survey victims informally after a few weeks to determine which needed resources were utilized, and which were not. This will also be a time to identify barriers or additional needed resources.</p>	<p>By July 1, 2013, CIS will assist in transportation, scheduling, and other forms of advocacy to assist the victim in becoming familiar with and learning how to navigate and access these helping resources.</p> <p>By July 1, 2013, When necessary, CIS will accompany a victim to a meeting with a resource provider/support person to help the victim express her/his needs and to talk with the provider/support person about reducing barriers to ongoing assistance.</p> <p>By December 31, 2013, CIS create a resource guide that will provide victims with tools needed to assist in navigating resources and systems, such as computer access, telephone, maps, applications, guides, etc.</p>
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Goal 4: Increase the capacity of the community to assist victims of domestic abuse

Objectives	Measurement	Activities & Timetable
<p>To increase community education presentations by 25% for community professionals and allies to enhance their understanding of the dynamics of domestic assault</p>	<p>Staff members will be asked to search for opportunities for community presentations and provide quantitative numbers on quarterly reports.</p> <p>Pre-and post-presentation surveys will be administered at each training to measure an increase in understanding of ways that batterers instill fear, and manipulate their victims</p>	<p>By October 1, 2013, CIS will provide professional trainings, at least two per month, geared toward increasing knowledge of domestic assault/abuse dynamics.</p> <p>By June 30, 2014, CIS will provide community awareness presentations throughout the year to a variety of allies, including: faith groups, student organizations, civic groups.</p> <p>By June 30, 2014, CIS will provide volunteer trainings four times per year. Community professionals and allies will be invited to attend to serve officially as CIS volunteers and/or to utilize the information in their own roles within the community.</p>

<p>To increase education presentations by 25% for community professionals and allies to enhance ability to respond to victims of abuse in a trauma-informed victim-centered manner</p>	<p>All presentations will include methods of how to sensitively ask victims to provide information about their experience with abuse, including a handout for future reference.</p> <p>Specific letters will be sent to certain groups (i.e. pastors, school counselors and physicians) requesting in-person meetings to talk about how to respond to disclosures of abuse.</p> <p>All trainings will include skills in allowing the victim to make decisions on actions taken following an abuse disclosure, including understanding of the types of situations that call for a professional referral to advocacy or other specialized services.</p>	<p>By June 30, 2014, CIS will provide professional trainings, at least two per month, geared toward increasing knowledge of trauma informed/ victim-centered response.</p> <p>By June 30, 2014, CIS will provide community awareness presentations throughout the year to a variety of allies, including: faith groups, student organizations, civic groups.</p> <p>By June 30, 2014, CIS will provide volunteer trainings four times per year. Community professionals and allies will be invited to attend to serve officially as CIS volunteers and/or to utilize the information in their own roles within the community.</p>
<p>To develop a list of 1,000 community professionals and allies who commit to ending domestic violence</p>	<p>Beginning with domestic assault awareness month, allies will be asked to sign a card pledging their commitment to help end domestic violence. These cards will be displayed in the office. Virtual pledges (i.e. Facebook) will also be collected. The effort will be continued at every community presentation.</p> <p>By signing such a commitment, we can be secure knowing that community professionals and allies have an understanding of principles that contribute to domestic violence, such as gender stereotypes or the promotion of violence as a means of power and status in society, and commit to addressing one or more of these principles in their everyday work or community interactions.</p>	<p>By June 30, 2014, in professional training and community based presentations, CIS will inform the community about principles that contribute to domestic violence.</p> <p>By September 1, 2013, CIS will offer ways for the community to demonstrate their commitment to ending domestic violence through community events and other opportunities to engage in the anti-violence movement.</p> <p>By September 1, 2013, CIS will ask community professionals and allies to commit to help end domestic violence through social media (i.e. Facebook pledge of support).</p>

IV. COLLABORATIONS/COORDINATION

COLLABORATION AND COORDINATION WITH OTHER DOMESTIC ABUSE COMPREHENSIVE, SHELTER-BASED AND SEXUAL ASSAULT COMPREHENSIVE PROGRAMS IN THE SERVICE AREA AND STATEWIDE

There are currently four domestic abuse service providers located in the North Central Iowa Region. We have been working together as a region since the announcement of the restructuring plan to ensure a seamless transition of quality services throughout the 20-county region. We have met regularly to formulate the best service and outreach options for our region. In addition to ongoing meetings, we communicate frequently via telephone and email. This level of communication will continue to grow and evolve as we begin our transition in July 2013.

In addition to the regular contact with the current domestic abuse service providers within our region, we have had extensive contact with neighboring providers that are currently providing services in our new region, specifically Cedar Valley Friends of the Family (Butler) and Seeds of Hope (Grundy and Hardin). The current service providers have committed to help the new providers in establishing local relationships. We know that by having the current providers help introduce the new providers, the transition will be easier and less confusing for victims and communities.

We will hold regular meetings that allow our staff to gather by interest area. For example, we will schedule meeting times for our volunteer coordinators, prevention staff and outreach advocates to meet with like staff from the other victim service organizations within the region. In addition to face-to-face meetings we will encourage ongoing telephone, Skype and electronic communication between our various staff.

Our organization is active on the state level as a member of the Iowa Coalition Against Domestic Violence and will continue our commitment to this organization. The ongoing membership meetings provide a valuable opportunity to receive information on best practices and emerging issues as well as network with colleagues throughout the state.

Collaboration with Iowa Coalition Against Domestic Violence

Crisis Intervention Service has been an active member of the Iowa Coalition Against Domestic Violence since 1985. Agency leadership regularly attends membership meetings and actively participates in committees.

CIS has relied on the technical assistance and guidance provided by ICADV in order to provide high-quality services to victims of domestic abuse. This positive working relationship will be even more important as the state begins to shift how services are provided.

Local Collaboration

The agency has enjoyed a long history of successful collaborations within the community. Some of the most successful to date have been the work with local law enforcement, Mercy Medical Center and Prairie Ridge Addiction Treatment Services. Looking to the future, the agency

intends to maintain current partnerships and continue to look for new partners to collaborate with to enhance services.

CIS staff is involved with the Cerro Gordo Child Abuse Prevention Council and United Way of North Central Iowa Vision Councils. CIS is also engaged in the North Iowa Domestic and Sexual Abuse Coalition. Active coalition participants also include: Area Education Agency, BeJe Clark Halfway House, Cerro Gordo County Attorney's Office, Cerro Gordo County Sheriff Department, Department of Corrections, Iowa Legal Aid, Juvenile Court Services, Mason City Police Department, Mental Health Center, Mercy Medical Center-North Iowa, On Common Ground Ministries and Prairie Ridge Addiction Treatment Services.

Twelve years ago, CIS and Prairie Ridge Addiction Treatment Services (PRATS) participated in a research project with Dr. Downs from the University of Northern Iowa, studying the co-occurrence of domestic violence and substance abuse. As a result of the research, CIS and PRATS worked together to identify ways to better serve victims of domestic violence and/or sexual assault with substance abuse issues. Initially, all staff received cross-training, then the agencies met on a regular basis to review current practices and looked at ways to better meet the needs of victims with substance abuse issues. CIS currently co-facilitates one weekly outpatient and one weekly residential group at PRATS. Staff from both agencies are available for case consultation and meet regularly to maintain open and positive dialogue. A safety and accountability audit of how, where and if formal and informal practices at CIS and PRATS ensure safety and sobriety for victims was completed in 2006. Since that time, the Executive Directors of CIS and PRATS have provided over 50 hour of technical assistance to communities throughout Iowa.

Letters of Support

- Iowa Attorney General's Office-Area Prosecutions (Laura Roan)
- Iowa Legal Aid (Diane DiPietro Wilson)
- Iowa Department of Human Services (Becky Heilskov)
- Prairie Ridge Addiction Treatment Services (Jay Hansen)
- North Iowa Community Action (Barb Kellogg)
- Henkel Construction (Katrina Moore)
- Mental Health Center (Andy Eastwood)
- PFLAG (Gary Swenson)
- Mason City High School (Dan Ramaeker)
- North Iowa Vocational Center (Sherry Becker)

Memorandums of Understanding

- Regional Service Providers
- Cerro Gordo County DART
- Floyd County DART
- Kossuth County DART
- Mitchell County DART
- Winnebago County DART

V. CHALLENGES and ACCOMPLISHMENTS

Crisis Intervention Service has provided comprehensive domestic abuse services for more than 30 years in North Central Iowa. The organization has worked diligently to build strong, collaborations with local law enforcement. Today, the organization is recognized for their strong partnership with law enforcement. As a result of this relationship, victims that choose to use the criminal justice system as a part of their individual or family safety plan, work with better trained officers that have a greater understanding of the dynamics of domestic abuse.

Three years ago, CIS was accepted to participate in the Praxis International Advocacy Learning Center. The Advocacy Learning Center was an 18-month experiential course created to examine the vision, identify the principles and knowledge, and practice the skills and qualities that make advocacy a powerful force in the movement to end domestic violence & sexual assault. Our Executive Director and two advocates attended the learning sessions, then returned to the agency to train the remaining staff. As a result of this specialized training the organization has increased their focus on social change work.

Two years ago, CIS partnered with the Mason City Youth Task Force to develop and implement a local bullying hotline. This hotline originally started as a project for the City of Mason City, but when it was implemented it was marketed to respond to the needs of the entire CIS service area. CIS advocates received specialized training in bullying and local school policies in regards to bullying.

In the past year, we have strengthened our partnerships and programming at local schools, ranging from preschools through colleges. One of the most exciting changes has been our involvement in policy review and instructing teachers on prevention curriculum. Historically we have been happy just to be allowed into school districts to present our curriculum. We have moved beyond being accepted as a presenter to being viewed as professionals within the community that can help develop best practices and increase the capacity of local school districts to become responsible for primary domestic abuse prevention.

CHALLENGES AND HOW THEY WILL BE ADDRESSED

One of the biggest challenges will be related to staff and financial resources. Despite our best efforts, there never seems to be enough staff, time or funds. The organization currently serves a primarily rural, eight-county area. The proposed service area will add three additional counties, with a total of 37,809 more individuals over an additional 1,595 square miles. The biggest challenge will be transitioning our services into three new counties, while current service providers transition out of the counties.

Adequate funding is always an issue. Our organization will continue to seek a variety of local, regional, state and national funding streams to diversify our revenue and build a strong network of support. In addition to building financial resources, we will continue to build community partnerships that help systems work together more effectively and cost-efficiently.

In the next year, we will phase out operation of our emergency shelter. Access to emergency shelter will always be a vital component of comprehensive domestic abuse services. We know that shelter exists because the community and systems are unable to keep victims safe. Our new service model will rely on early intervention, collaboration with local housing providers and other community partners to try to keep victims in their homes or in permanent housing. When emergency shelter is needed, but victims are unable to utilize the regional shelter, we will work with local hotels and the Salvation Army for short-term sheltering. The new model will require our advocates to be more creative in safety planning, but in the end,

This will require staff and volunteers to envision our work in a different way that we are used to. The community may not understand our changes and therefore not support us as well as they have done in the past. We are confident that as we demonstrate our improved capacity and flexibility, we will be able to alleviate any concerns. This new model will also require more flexibility and willingness to take some risks in trying new ways of providing services, putting more effort into outreach, strong leadership, good communication with the community and healthy partnerships with other agencies.

PAST CHALLENGES

Historically the ability to serve all individuals throughout a large geographic region has been challenging. Beginning in 1999, the organization started to add rural outreach advocates. This simple change in our service model had a dramatic impact on the ability of our agency to better serve all counties within our service area. Our organization instantly gained trust when we became a part of the community. Being located within the various counties also decreased barriers to our services.

Our strong relationship with local law enforcement was developed out of a fairly hostile working relationship between the Mason City Police Department and Crisis Intervention Service. Twenty three years ago, the two organizations operated in isolation and avoid contact with each other. As leadership changed at both organizations, we began building a relationship. While the partnership did not happen overnight, and the road was not always smooth, we have forged a community response that works better for victims, while still respecting the very different roles of each organization.

Two years ago, we made an effort to improve our working relationship with the Department of Human Services. Despite the similarities in our goals of keeping people safe, it seemed as if we were at odds more often than not. We improved our relationship by simply starting a dialogue about similarities and differences. Over the course of 12 months, we provided several cross-training opportunities to increase the knowledge of staff at both organizations. We are now regularly contacted for input on situations involving domestic abuse.

Crisis Intervention Service has weathered many budget cuts, that has resulted in the loss of positions or hours for employees, but mostly by modifying how we provide services. In all challenges we keep our mission in front of us and decisions are based on what will serve victims best.

VI. FUNDING JUSTIFICATION

WHY CRISIS INTERVENTION SERVICE IS THE BEST PROGRAM TO BE FUNDED

The Directors of CIS, ACCESS (Ames) DVA/SAC (Marshalltown) and DSAOC (Fort Dodge) came together over several months to discuss the most cost-effective and victim-focused means to serve victims/survivors in our 20-county region. As we assessed our populations, cultures, geographical locations of hospitals, colleges and law enforcement agencies, and other unique challenges of our area, our agencies concluded that the region needed to be divided in the proposed manner to provide the highest quality of domestic abuse services to all victims in our region.

CIS was identified as the best service provider for the northern rural counties of our region. The organization has provided comprehensive services to victims of domestic abuse since 1977. The agency has established significant meaningful and essential partnerships throughout an eight-county region in North Central Iowa (Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago and Worth). The ability of CIS to replicate its current rural services model made this organization a logical choice to further expand into three new counties (Butler, Humboldt and Wright). In addition, our agency has been dedicated to offering victim services for 36 years. Our staff is experienced, knowledgeable and passionate about making our services accessible to all victims of domestic violence.

ACCESS (Ames) was identified as the best service provider for the Ames/Iowa State University community and DVA/SAC was determined to be the best provider comprehensive of domestic abuse services to Marshall, Grundy, Tama, Hardin, Hamilton and Webster Counties in the North Central Region. DVA/SAC was selected for this area because because of the similarities between the communities in Marshall and Webster counties, their experience with serving rural communities like Grundy and Hardin counties and their ability to meet the needs of the Latina populations in all of these counties.

PLAN FOR THE FUTURE OF THE PROGRAM AND FUNDING

The Directors of CIS, ACCESS (Ames) DVA/SAC (Marshalltown) and DSAOC (Fort Dodge) met frequently over several months to discuss the most cost-effective and victim-focused means to serve victims/victims in our 20-county region. In addition to collaborating on serving the region, the leadership of the four organizations have started conversations about joint grant writing and fund raising. We have explored the option of collaborating on a regional grant to secure funds for a social norms campaign, increase awareness of services and fund other projects and initiatives.

CIS will continue to seek a variety of federal, state, regional and local funding streams to not only maintain existing services, but enhance existing programs and services to better meet the complex needs of the community

As additional funds are secured, CIS hopes to add specialized staff to its team. The first priority would be to add a youth/family advocate. We recognize that efforts for youth outreach could

cause the number of youth seeking services and support to outgrow our capacity. We also hope to add a position dedicated to diversity outreach.

CIS not only hopes to grow its staff, but also to work towards increasing the capacity of professionals in the community to serve victims. This effort will benefit victims immensely, allowing for multiple points of contact for an individual, with the assurance that the victim will get safety and healing needs competently met. In essence, we want to decrease the needs for advocacy involvement when another provider is fully able to meet an individual's needs. We can do that through continued education and cross training, we also hope to do this is through our existing volunteer training. We hope to encourage community professionals to become trained so that they can take that knowledge back to their workplaces. Recently, we have been able to train local teachers and school counselors in the use of several different forms of domestic abuse prevention curriculum. As a result of this effort, we have three school districts that have trained professionals within their system, better equipped to provide prevention programming.

As mentioned in this application, CIS plans for our use of volunteers to evolve. Our hope is that the domestic abuse program will seek and train volunteers for coverage of victim needs of all types. This will include crisis line coverage, court advocacy, medical response, and community outreach.

VII. TRANSITION PLAN

PLAN FOR TRANSITIONING SERVICES

Crisis Intervention Service has many existing partnerships and connections in place if the organization is funded to provide comprehensive sexual assault services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties. As an organization, we will be able to focus our time and attention on creating a strong, stand-alone domestic abuse program.

Office space will be segregated by program area (sexual assault, domestic abuse, homicide), with separate phone lines. CIS is in the process of working with our telecommunications provider to make logistical plans for lines to be directed to the appropriate offices and staff.

CIS will close their emergency shelter in the next year. We have not selected a date for closing our shelter, but anticipate shutting down operations over the course of 8 weeks. Once a date is selected, we will begin sharing information with new shelter guests and begin working on a plan to help them find safe housing alternatives. We will not completely shut down operations until all residents have safe alternatives to our shelter.

On a regional level, ACCESS, DSAOC, DVA/SAC and CIS will bring together staff to enhance their knowledge of other programs and services, as well as build a stronger collaborative partnership between the various organizations.

HOW PROGRAM WILL TRANSITION STAFF AND SERVICES

Crisis Intervention Service is currently a dual sexual assault/domestic violence program that provides services throughout an eight-county area in North Central Iowa. Current services include shelter, support and advocacy as well as prevention.

Staff designated to serve in the domestic abuse program will work to increase specialized skills and understanding in domestic abuse. CIS has allocated training funds in this application. Specific training for domestic abuse staff will increase their competency and confidence in the domestic abuse specialization, which may include more training on family/youth assessment, immigration and culturally specific training, and trauma-informed care. This will equip them with skills to best serve victims and train community professionals.

Community connections specific to a staff member that will no longer be involved in domestic abuse services will be fostered to increase connection to the transitioning staff. For example, there will be a new staff member assigned to a majority of the contact with the Cerro Gordo County Jail. The existing staff person has already been sharing group and programming information with the proposed new staff contact person. This and similar relationship building will continue to be a strong emphasis in the new few months and throughout the summer.

Community coalitions and meetings where multiple issues are addressed will begin to have multiple CIS staff presence. For example, in Kossuth County, there is a local coalition that addresses both domestic abuse and sexual violence. Currently the dual outreach advocate holds a leadership position on the Coalition. CIS hopes to dedicate both sexual assault and domestic

abuse staff to attendance and leadership at this coalition. There may be a need to separate this coalition at some point, but CIS will pay particular attention to the benefits of keeping it combined or separating the groups' focus. It may be best to keep it combined to avoid losing attention and commitment of the community professionals, but adding small/separate committee work as opportunities arise.

PLAN FOR INFORMING THE PUBLIC OF PROGRAM AND SERVICES

We are fortunate in our region to have consensus on how to best serve our area, so we anticipate a relatively smooth transition between victim service providers. The Domestic/Sexual Assault Outreach Center (Fort Dodge) and Cedar Valley Friends of the Family (Waverly) will assist us in transitioning our services into the communities they are currently serving. It is our belief that having current providers introduce us to the community will ease the transition for all parties, most importantly victims.

Our challenge will be making sure other organizations within those counties are aware of the new service provider and building relationships. We know that trust and relationships do not happen overnight, so we will contribute extensive staff time and resources to relationship building in the next year.

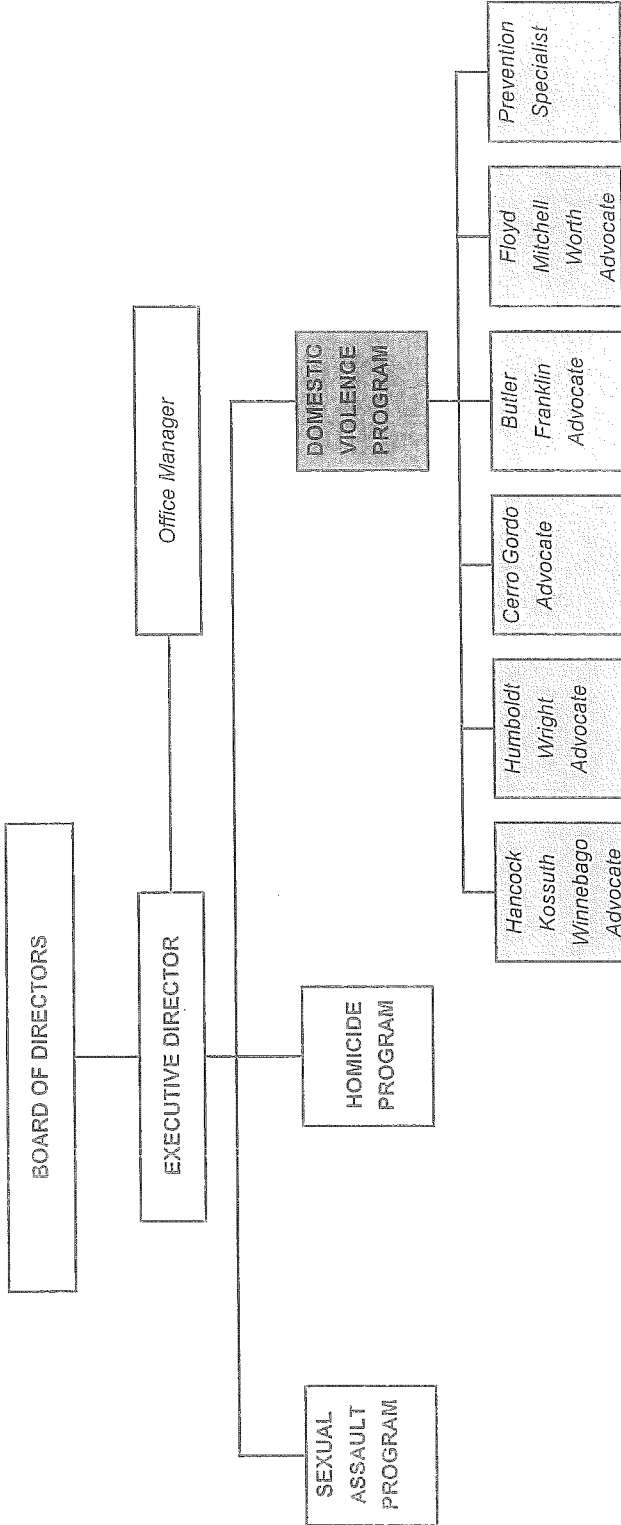
The logistics of serving an 11-county area will be a huge, but not insurmountable challenge. We believe our prior success in serving an eight county area will be vital. Our scattering of offices throughout our current service area has been helpful in reducing barriers for victims. We also feel it is important to be visible in the communities in which we plan to serve. There are some negative feelings in rural Iowa about larger communities. For example, in our current area, we know that it would not work to simply dispatch staff from Mason City when needed in smaller communities. To be viewed as a viable resource for the community, we need to have a daily presence. This daily presence is what has made our rural outreach efforts so successful. We plan to duplicate this model as we expand into Butler, Humboldt and Wright counties.

We have not shared any information about closing our shelter with the community. Our fear in sharing this information too soon, is the potential for miscommunication. If we share publically that we are closing our shelter on September 30, 2013, most people will simply hear that our shelter is closed, not the date or the fact that other services remain. The agency will work closely with the media and other community partners to make sure our message is clear and understandable.

As plans are solidified, including notice of funding from CVAD, CIS will immediately notify the media. Local newspapers are very willing to help promote services and discuss needs related to victims of domestic abuse in all of our counties. CIS is regularly given time at a numerous local radio stations. CIS anticipates that this communication could be through a series of stories highlighting service changes, PSAs, or informative press releases. All staff will be included in this process. CIS specifically wants to help victims and providers in the community become familiar with the advocates providing services, and therefore we want to have the advocates' names and backgrounds highlighted.

CIS has already been explaining the pending change at community coalitions and meetings. Service providers are aware of the need for changes, and will be specifically notified of how the changes will impact victims' access to services. One way that we have started this process is through introducing volunteers who will be part of our services. As mentioned, we anticipate the volunteers will be more involved in the provision of service. We do not want to wait for specific responses in order for these introductions to take place. We want to give other providers a chance to meet these volunteers, ask questions of staff and volunteers about the use of volunteers, and sort out policies and procedures that will impact the services going forward.

CRISIS INTERVENTION SERVICE
TABLE OF ORGANIZATION





THOMAS J. MILLER
ATTORNEY GENERAL

AREA PROSECUTIONS DIVISION

Iowa Department of Justice

ADDRESS REPLY TO:
Hoover Building
1305 E. Walnut Street
Des Moines, Iowa 50319

Telephone: 515-242-6227
Fax: 515-281-8894
E-mail: laura.roan@iowa.gov

January 30, 2013

Mary J. Ingham
Executive Director
Crisis Intervention Service
P.O. Box 656
Mason City, Iowa 50402-0656

Dear Ms. Ingham:

It is with great pleasure that I am writing this letter of support for Crisis Intervention Service's request for funding of its Comprehensive Domestic Violence Program. As an area prosecutor, I have handled felony cases of violence against women throughout northern Iowa. In that role, I have had the pleasure of the support and input of victim advocates from your agency in Cerro Gordo, Floyd, Franklin, Hancock, Kossuth; Winnebago and Worth Counties. The quality and consistency of the services you provide victims of physical and sexual violence is unparalleled.

I have worked very closely with your agency during individual criminal cases. I have also participated in a recent community awareness event you hosted as well as a regional Stalking training you and members of your local law enforcement hosted. In other words, I have witnessed first-hand the professionalism, respect and presence the Crisis Intervention Service has in Mason City and the surrounding communities and counties.

I am confident that, with the appropriate funding, your agency will meet the challenges of re-structuring and the addition of three more counties to your service area and, that you will do so in a seamless fashion with the victims at the center of your decision-making. Please accept my support and best wishes in your application efforts.

Sincerely,

Laura M. Roan

Laura M. Roan
Assistant Attorney General
Area Prosecutions Division



HOPE. DIGNITY. JUSTICE.
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600 - 1ST STREET NW, SUITE 103
MASON CITY, IOWA 50401-2947

641-423-4651 OR 800-392-0021

641-423-4651 OR 800-392-0021
SE HABLA ESPAÑOL
FAX: 641-423-4657

February 8, 2013

Mary J. Ingham
Executive Director
Crisis Intervention Service
P.O. Box 656
Mason City, Iowa 50402-0656

Re: Grant application for Comprehensive
Domestic Abuse Services

Dear Ms. Ingham:

Iowa Legal Aid wholeheartedly supports your application to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funds to provide comprehensive Domestic Abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

We are pleased to continue to work with Crisis Intervention Service. As a part of Iowa Legal Aid's mission to provide free legal help and information on civil law problems for eligible Iowans in every county of the state, Iowa Legal Aid supports your mission to assist victims and families affected by Domestic Abuse. Iowa Legal Aid understands the difficult issues your clients face as they try to rebuild their lives.

If there is any further assistance needed in this grant application, please do not hesitate to contact me.

Sincerely,

IOWA LEGAL AID

Diane DiPietro Wilson
Managing Attorney

DDW



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

02-01-2013

Mary J. Ingham
Executive Director
Crisis Intervention Service
P.O. Box 656
Mason City, Iowa 50402-0656

RE: Domestic Violence Funding

Dear Mary:

It is my understanding that your agency will be applying to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funds to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

As a Social Worker for the Iowa Department of Human Services I see the need for ongoing funding and services to victims of domestic violence. Often times people who are in unhealthy and violent relationships need to have services over time to help improve their overall wellbeing for themselves and their children. Long term services and available interventions are needed.

As a child abuse investigator I believe it is very important to intervene and help the victims and children not go through ongoing violence and feel like there is no hope or quality service to help them.

The dynamics in a family where domestic violence is occurring are complex and multi-faceted. I have seen firsthand how domestic violence effects persons from all races, economic groups, genders, and cultures. As a DHS Social Worker my role is to help protect children from witnessing or being in the middle of domestic violence and assure children are safe. The ramifications of domestic violence in a family are significant for a child, as well as the adult victim. We need agencies like Crisis Intervention Services to help address the adult victim needs as the experts.

We need to invest all that we can to help stop domestic violence in homes. Often in homes where there is domestic violence there is also depression, high anxiety, substance abuse issues, child abuse, and difficulties with employment and finances. Children who grow up in homes where there is domestic violence where there has been no intervention often times have lifelong issues of concern and may develop their own mental health issues and unhealthy relationships. I hear adults stating that their parents physically fought and interacted in the same manner and that was role modeled over time in their childhood upbringings.

I think early intervention and ongoing services to families and children affected by domestic violence are very important. If we do not pay attention to addressing the needs appropriately other secondary concerns and issues will develop that are more costly and problematic for society to deal with.

Children need and deserve to grow up in homes free from violence and feel safe. The damaging effects of ongoing violence in a home on a child's overall wellbeing are far reaching in terms of the child's emotional and physical

Northern Service Area - Cerro Gordo County Office
Mohawk Square, 22 North Georgia Ave., Suite 1, Mason City, IA 50401-3435
Telephone (641) 424-8641 / 1-800-217-6903 Fax (641) 424-1759

wellbeing. Children can develop their own mental health issues of concern, feel shame and anger, be insecure and have high levels of anxiety. These children carry that over into their school setting and then their ability to learn and grow to be healthy and productive adults is compromised. The ramifications of domestic violence go well beyond just the home it is occurring in.

I have seen women stay in unhealthy relationships due to feeling like they have no other options or resources available to them and their children. Crisis Intervention Services can help provide information and options to families in need and much needed resources. Prevention efforts and community presence are key components to a successful program. Crisis Intervention does a very good job of teaming with local law enforcement, DHS, schools, hospitals, legislators, mental health professionals, County Attorney's Office, and other local agencies.

I rarely have a child abuse assessment on a family where some form of domestic violence has not occurred at some point in the family's life. Even if the report of child abuse is about something other than domestic violence it is often seen as present in a majority of the reports of child abuse. Often times a family needs to be hooked up with multiple agencies that can help in different manners. The family may need to be referred for mental health services, for substance abuse services, and for assistance with domestic violence. If we did not have Crisis Intervention Services in our area we would be lacking in a very vital and necessary resource to address needs in families.

I hope all available funding and resources are made available to assist victims of domestic violence. It is a much needed and important resource to have available in our counties. I am very appreciative of the great work our local Crisis Intervention Service does in our area. The agency is well respected and has very qualified and knowledgeable persons who are passionate about wanting to decrease the prevalence of domestic violence in homes for the good of all in our community.

Sincerely,



Becky Heilskov, LISW

DHS SW3

641-421-12389



February 4, 2013

Crisis Intervention Services
Attn: Mary Ingham

Mason City, IA 50401

Dear Mary,

I am aware that Crisis Intervention Services will be applying to the Crime Victim Assistance Division of the Iowa Attorney General's Office seeking funding to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa. Based upon our past experience with Crisis Intervention, I am certain about your capabilities in extending the high level of comprehensive programming to this geographic area of the State.

Prairie Ridge and Crisis Intervention have a long-standing and effective relationship between programs. We have collaborated actively in joint planning, training, and programming for many years. Domestic abuse is a commonly occurring factor in the lives of a significant number of women seeking care at Prairie Ridge. Our close relationship over the years has produced meaningful practice changes at Prairie Ridge including an expanded assessment of women and children's issues including trauma resulting from domestic abuse. In a joint research project conducted by Dr. Bill Downs, UNI professor, Prairie Ridge and Crisis Intervention, Dr. Downs found the 67% of all women seeking care at Prairie Ridge had experienced some type of domestic abuse in the prior six months. The results of the study caused Prairie Ridge and Crisis Intervention to begin intensive joint training to better meet the needs of women receiving services at both sites. This remarkable relationship also led to separating Prairie Ridge's residential programs into separate gender specific sites. Crisis Intervention has played an active role in joint programming at both sites, substantially improving the quality of service delivery for women having experience domestic violence in their lives. Crisis Intervention staff have a sterling community reputation, developing superior relationships with law enforcement, the courts, community funding sources, mental health and substance abuse programs and allied services for women and children. Such relationships are a key in providing effective care and they are managed with integrity and care by the CI staff. I am confident that they will extend those relationships in the proposed expanded service area.

Addiction Treatment Services
320 North Eisenhower • P.O. Box 1338
Mason City, Iowa 50402 • 641-424-2391
Fax • 424-0783

After nearly forty years providing community based services to North Iowa, I know of no other organization the commands the respect and trust that Crisis Intervention has achieved. I support them without reservation and Prairie Ridge will provide every support possible in this endeavor.

Sincerely,

A handwritten signature in black ink, appearing to be 'Jay Hansen', written in a cursive style with a large loop at the end.

Jay Hansen
Executive Director

JH:lb



Richard W. Goerd, CPA
Executive Director
Telephone: (641) 423-8993
FAX: (641) 494-1716

PROGRAMS

Family Health Center
(641) 423-5406
FAX: (641) 423-0994
Toll Free: 800-657-5856
Family Planning, WIC,
Maternal & Child Health
Head Start

(641) 494-1891
FAX: (641) 494-1894
Toll Free: 866-836-3124

Weatherization
(641) 424-6453
FAX: (641) 424-0636

Energy Assistance
(641) 423-9028

FAX: (641) 423-9046
Provider Claim Systems
(641) 422-2710

FAX: (641) 422-2713
Toll Free: 800-547-6789
Outreach

(641) 423-7766
FAX: (641) 423-7767
Toll Free: 800-873-1899
Community Partners, FaDSS,
Family Resource Center
Emergency Solutions Grant
(641) 424-4155
Toll Free: 1-866-599-3155

2/01/2013

Mary J. Ingham, Executive Director
Crisis Intervention Service
P. O. Box 656
Mason City IA 50402-0656

RE: Crime Victim Assistance Division of the Iowa Attorney General's
Office Grant Application: Domestic Abuse Services

Dear Mary,

I understand that you intend to apply to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funding to provide comprehensive Domestic Abuse Services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa

North Iowa Community Action considers your organization to be a valuable partner in our efforts to meet the needs of the low-income women and children that we serve in our nine-county service area in north central Iowa. We consider your role in providing a seamless continuum of care for victims of domestic violence; sexual assault and stalking as essential in maintaining the health and welfare of the women and families those we jointly serve.

We have been able to document that a minimum of 35% of the women we serve in our crisis assistance and self-sufficiency development programs are past or current victims of domestic violence, 7% have been victims of rape or sexual violence, and approximately 20% are adult survivors of child sexual or physical abuse. Family violence creates an almost impossible barrier for women and families to overcome as they attempt to create healthy and self-sufficient life-styles.

I am writing this letter in support of your grant application because we see the need for your services every day and I feel that it is essential that you be able to continue to provide advocacy services in your Mason City office as well as your outreach offices in Algona, Charles City, Hampton, Forest City and Osage in our regional service area. I sincerely hope that your grant application will be fully funded. Please let me know if I can be of any further assistance.

Sincerely,

Barbara J. Kellogg, Associate Director
North Iowa Community Action Organization
bkellogg@nicao-online.org
(641) 423-8993

HENKEL

Construction Company 208 East State Street, P.O. Box 920
Mason City, Iowa 50402-0920
641-423-5674 641-423-9244 fax
www.henkelconstruction.com

February 8, 2013

Ms. Mary J. Ingham, Executive Director
Crisis Intervention Service
P.O. Box 656
Mason City, IA 50402-0656

Dear Ms. Ingham,

It is my understanding that your agency will be applying to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funds to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

As President-Elect of the Human Resources Association of North Iowa (HRANI), it is my pleasure to support your application. Our partnership with Crisis Intervention has helped provide valuable information to human resources professionals across North Iowa. While we have no way of knowing how many of employees actually utilize Crisis Intervention Service, at least we have been able to point those individuals needing assistance in the right direction. The statistics are startling, and at some point we all are going to have an employee in a situation where they might need your services. Now we have a resource to offer those employees that come to us in crisis. Aside from being able to provide information to our employees, I also feel like we are better equipped to deal with employees in these situations. The training you provide is eye-opening. I don't think anyone can still think that it won't happen to someone he/she knows. Now we have tools to help those employees as they work to maintain a normal life.

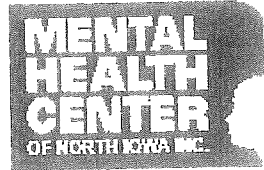
We look forward to a continued partnership with Crisis Intervention Service. We have complete confidence that you will continue to successfully help North Iowans in need.

Sincerely,

HENKEL CONSTRUCTION COMPANY

By 

Katrina A. Moore, Human Resources Director



235 South Eisenhower Ave.
Mason City, Iowa 50401-1562
Telephone (641) 424-2075
Toll Free (800) 700-IOWA
Fax (641) 424-9555
www.mhconl.org

February 15, 2013

Mary J. Ingham
Executive Director
Crisis Intervention Service
P.O. Box 656
Mason City, Iowa 50402-0656

Dear Ms Ingham,

Re: Crisis Intervention Service – Domestic Abuse Grant Application

It is my understanding that your agency will be applying to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funds to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

The MHCONI has a long standing working relationship with your agency, both in terms of serving the needs of residents in our six co-terminus counties, but also in several community coalitions, projects, and initiatives that impact mutual clients and their families. Crisis Intervention Services has demonstrated the capacity and ability to provide leadership in helping communities and stakeholders address all aspects of domestic abuse; more importantly, it has the mission and motivation to apply its resources with compassion and competence.

As a proud community partner to Crisis Intervention Services, the MHCONI is in full support of this grant application, and is committed to our agencies' continued collaboration in the interest of those we serve.

Sincerely,

Andy Eastwood LISW
Executive Director
Cell (641) 430-3070

19 February 2013

Dear Ms. Ingham,


It is my understanding that Crisis Intervention Service will be applying to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funds to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

The North Iowa chapter of PFLAG (Parents, Families and Friends of Lesbians and Gays) is appreciative of the past support that Crisis Intervention Service has provided to our chapter in the form of education and support. We feel you are a great partner in providing crisis support for the gay, lesbian, bisexual, and transgender community, a community that is often neglected in domestic abuse service programs. Your close partnership with our chapter makes it more likely that victims of abuse will know where to go for services should the need arise.

Crisis Intervention Service seems uniquely positioned to use these funds from the Attorney General's office to provide services to additional counties in North Central Iowa. You have demonstrated good stewardship in the past, and we look forward to the possibility that your positive outreach can be expanded through these additional funds.

Thank you for your support of those in need in our community.

Sincerely,



Gary W. Swenson, MD
Co-Founder: PFLAG—North Iowa

Daniel J. Ramaeker
630 East State Street
Mason City, IA 50401

02/13/2013

Mary Ingham
Crises Intervention Services

Mason City, IA. 50401

Dear Mary:

It is my understanding that your agency will be applying to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funds to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

I was extremely pleased when I learned of this application. From my past employment as an agent of the Iowa Division of Criminal Investigation, I can attest to the efficiency, professionalism and quality of services provided by your agency. The cooperation between my division and your agency was always amiable and greatly appreciated. My positive experiences did not stop when I retired from the DCI.

As a teacher at Mason City High School, I continue to make use of training provided by your agency. Every year and for the last several Kayce Scott has provided very relevant and necessary information to students in my Criminology/Criminal Investigations class. Students, both male and female were made aware of red flags in their own relationships; which I am sure circumvented problems for us at school. Information which I am certain will serve to prevent future problems for these young men and women, when they step outside of our walls to begin their adult lives.

From my viewpoint, there is no logic to prevent a successful conclusion to your application.

Sincerely,


Daniel J. Ramaeker



1225 South Harrison Avenue
P.O. Box 428 Mason City, IA 50402-0428
Phone: 641-423-3301 Fax: 641-424-8681

February 15, 2013

Mary J. Ingham
Executive Director
Crisis Intervention Service
P.O. Box 656
Mason City, Iowa 50402-0656

Dear Mary,

It is my understanding that your agency will be applying to the Crime Victim Assistance Division of the Iowa Attorney General's Office for funds to provide comprehensive domestic abuse services in Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth and Wright counties in North Central Iowa.

We support this expansion of services. NIVC Services is a not for profit employment organization that serves over 450 north lowans with disabilities each year. Our clients represent a vulnerable group of citizens who often have fewer resources to deal with the complicated social issues presented to them. While our focus of service is employment, there are many non-work needs that must be resolved prior to obtaining and maintaining successful employment. We are currently working with Crisis Intervention Services to provide training to NIVC staff as part of their safe dates and mentors in violence prevention program.

We are committed to our partnership with Crisis Intervention Service, and we are willing to work with them to accomplish their goals as they relate to our staff, organization & clients.

Sincerely,


Sherry O. Becker, Executive Director

Memorandum of Understanding
Between
Assault Care Center Extending Shelter and Support (ACCESS)
Crisis Intervention Service (CIS)
Domestic/Sexual Assault Outreach Center (DSAOC)
Domestic Violence Alternatives/ Sexual Assault Center (DVA/SAC)

Shared Philosophy and Service Delivery:

ACCESS, CIS, DSAOC, and DVA/SAC are committed to providing comprehensive, quality services to victims of domestic abuse and intimate partner violence within our region. Our service delivery will stem from a victim-centered, empowerment model in order to enhance safety and reduce barriers facing victims. Our region values the expertise that exists within our region as it relates to serving victims across the lifespan, as well as additional marginalized communities.

Collaboration:

This region will commit to regular and ongoing formal conversations involving directors/supervisors, volunteer coordinators, community education staff, and direct service staff to ensure that services are well coordinated, staff have access to training and support, and can network to establish strong relationships.

Commitment to Partnership:

The service providers within this region have come to agreements on plans for service provision that have been based on mutual respect and support. The region believes that this level of cooperation contributes to seamless services and effective collaboration. The region will coordinate on all aspects of services, including awareness events and advertising in order to ensure that messages will be consistent throughout the region. We strive to ensure that all community partners and victims within the region will have clear understandings of ways to connect with services.

This region commits to revisiting our agreements, improving upon our practices, and evaluating the emerging needs within our service area.

Service Areas:

The North Central region has a service area distribution that has been divided in a way to allow for specialized approaches to each area, and to capitalize on existing relationships that have already been established.

CIS: Butler, Cerro Gordo, Floyd, Franklin, Hancock, Humboldt, Kossuth, Mitchell, Winnebago, Worth, and Wright Counties.

DVA/SAC: Grundy, Hamilton, Hardin, Marshall, Tama, and Webster Counties

ACCESS: Boone, Greene, and Story Counties

DSAOC: will provide shelter services to all counties.

648

Angie Schreck

Angie Schreck
Assault Care Center Extending Shelter & Support

Dotti Thompson

Dotti Thompson
Domestic Violence Alternatives/ Sexual Assault Center

Mary Ingham

Mary Ingham
Crisis Intervention Service

Connie Harris

Connie Harris
Domestic Sexual Assault Outreach Center

NORTH IOWA DOMESTIC & SEXUAL ABUSE COMMUNITY COALITION

DOMESTIC VIOLENCE COORDINATED COMMUNITY RESPONSE

COOPERATIVE AGREEMENT

The North Iowa Domestic & Sexual Abuse Community Coalition-Coordinated Community Response functions under the premise that violent behavior in the home, or in intimate relationships, is criminal behavior and will not be tolerated, minimized or mediated. The team recognizes that the crimes of domestic abuse, sexual assault, stalking and child abuse are interrelated and collaboration is essential to ensure victim safety.

Our mission is to stop the violence, make victims safer, and hold batterers accountable by:

- aggressively prosecuting domestic assault cases in order to stop the violence;
- providing early intervention at the misdemeanor level in order to prevent the escalation of offenders' behavior to felony level conduct;
- shifting the focus from victim responsibility for prosecution to a focus on offender accountability;
- promoting community awareness and appreciation for the dynamics of domestic violence cases;
- holding batterers accountable by not dropping or reducing charges solely at the request of victims.

The responsibilities of the individual team members are as follows:

Law Enforcement

- Law enforcement responding to a domestic violence scene shall perform a thorough investigation and complete the Domestic Violence Report Packet if an arrest is made.
- Locate and coordinate the apprehension of domestic abuse offenders with valid domestic abuse and domestic abuse related warrants.
- Perform follow-up investigations on all domestic abuse and domestic abuse related cases as requested by the Cerro Gordo County Attorney's Office.
- Contact Crisis Intervention Service following all domestic violence arrests.
- Notify the Victim/Witness Coordinator following all domestic violence arrests.
- Refer suspected victims of domestic violence to Crisis Intervention Service, if an arrest is not made.
- Refer appropriate cases to DHS.
- Participate in case consultation as needed.
- Attend monthly North Iowa Domestic Abuse & Sexual Abuse Community Coalition meetings.

Department of Human Service

- Respond to referrals regarding children exposed to violence.
- Participate in case consultation as needed.
- Attend monthly North Iowa Domestic Abuse & Sexual Abuse Community Coalition meetings.

Prosecution

- Prosecute domestic violence cases with or without victim testimony, based on other available & admissible evidence.
- Meet with victim prior to plea negotiations or dismissals.
- Provide an atmosphere where victims may ask questions and express concerns about their case.
- Refer victims with non-criminal issues to the appropriate agencies, including, but not limited to Crisis Intervention Service.
- Work with DCS to ensure offender compliance with court orders, including BEP.
- Work with Cerro Gordo County Sheriff's Office to ensure compliance for offenders placed on probation to their office.
- Participate in case consultation as needed.
- Attend monthly North Iowa Domestic Abuse & Sexual Abuse Community Coalition meetings.

Victim/Witness Program

- The Victim/Witness Coordinator will clearly inform victims that the position is not bound by confidentiality protections, in contrast to domestic violence advocates.
- The Victim/Witness Coordinator initiates telephone contact with victims within 24 to 48 hours of the incident, whenever possible. This contact is followed by an information packet and initial letter, sent immediately after the phone call or if no phone contact is possible. This letter and packet provide victims with more details regarding the criminal justice process and services available through the Victim/Witness Program.
- The assistance of the Victim/Witness Program includes the following:
 - Registration as a victim and notification of required case information;
 - Assistance with completion of Victim Impact Statements;
 - Assistance with restitution and Crime Victim Compensation requests;
 - Arrangements regarding criminal no contact order requests; and
 - Preparation for deposition & trial, including pre-testimony meetings.

Victim Services

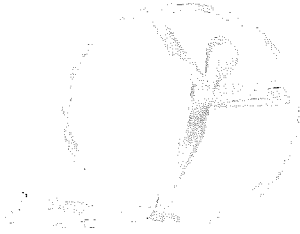
- Provide advocate 24-hours a day for immediate response to victims of domestic violence and sexual assault.
- Accompany law enforcement when conducting follow-up with victims.
- Advocates will meet with victims immediately following an arrest to provide information and support services to victim.
- Advocates will accompany victims to court appearances, depositions, etc. as requested.
- Participate in case consultation as needed.
- Attend monthly North Iowa Domestic Abuse & Sexual Abuse Community Coalition meetings.

Department of Corrections/Batterers Education Program

- Assist in enrolling those convicted of domestic abuse into the BEP and holding them accountable for future acts or threats of violence against a partner/former partner.
- Refer domestic abuse victims who have safety concerns and/or questions about non-criminal issues to Crisis Intervention Service.
- Work with Cerro Gordo County Sheriff's Office to ensure compliance for offenders placed on probation to their office.
- Participate in case consultation as needed.
- Attend monthly North Iowa Domestic Abuse & Sexual Abuse Community Coalition meetings.

Your signature below indicates that you and your agency resolve to work cooperatively as part of the Cerro Gordo County Domestic Violence Coordinated Community Response, in accordance with the policies and procedures as set forth in this Protocol and Memorandum of Agreement.

Cerro Gordo County Attorney <i>Chad A.</i>	Date 2-5-13
Cerro Gordo County Sheriff's Department <i>Kevin Pals</i>	Date 1-30-13
Clear Lake Police Department <i>Greg Peterson</i>	Date 1-30-13
Crisis Intervention Service <i>Mary G. Ingheim</i>	Date 1-30-13
Department of Correctional Services/BEP <i>Robert Miller</i>	Date 02-01-2013
Department of Human Services <i>Doug Swigrock by CS</i>	Date 2-01-2013
Mason City Police Department <i>Richard D. Falthrook</i>	Date 013013



Crisis Intervention Service

P.O. Box 656 • 206 3rd NE • Mason City, Iowa 50402-0656
641.424.9133 or 800.479.9071 • www.cishelps.org

FLOYD COUNTY DOMESTIC ABUSE RESPONSE TEAM (DART) MEMORANDUM OF UNDERSTANDING

This operational agreement stands as evidence of the commitment of the agencies listed below to implement and sustain a Domestic Abuse Response Team (DART) in Floyd County.

It is hereby recognized that DARTs are an effective intervention method for ensuring competent, coordinated, and effective intervention for victims of sexual assault. DARTs organize interagency, multidisciplinary responses for the benefit of the victim and the community. Each agency indicates their commitment to implementing and maintaining the DART in the following ways:

- Participating in ongoing DART planning and implementation activities;
- Develop policies and protocols to respond to victims of domestic abuse.
- Develop policies and protocols to respond to victims from underserved populations including but not limited to elderly, LGBT, males, immigrant, and Latin Americans.
- Participate in training to support these efforts
- Training law enforcement officers in the DART approach and implementing first responder training;
- Engaging prosecutors in the DART approach;
- Establishing and obtaining training for medical professionals;
- Ensuring victim advocacy and continuity of care for victims of domestic abuse by involving Crisis Intervention Service advocates;
- Ensuring coordination with the Crime Victim Assistance Division for victim compensation funds, and other services;
- Participating in ongoing DART meetings to ensure smooth operations, problem solving, and case review;
- Making a commitment to positive, constructive problem solving for the benefit of the sexual assault victim and the community;
- Making a commitment to effective case review to identify trends, themes, and system problems; and
- Ensuring a culturally competent system of care, including the planning and availability of interpreters.

WHEREAS, on this day February 1, 2013 the partners listed below have agreed that the collaboration services will be provided in Floyd County for the period of February 1, 2013 through January 31, 2014.




Mary J. Ingham, Executive Director
Crisis Intervention Service



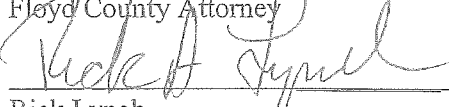
Mike Wendel, Chief
Charles City Police Department



Bill Faust, Administrator
Floyd County Memorial Hospital



Normand Klemesrud,
Floyd County Attorney



Rick Lynch
Floyd County Sheriff



Crisis Intervention Service

P.O. Box 656 • 206 3rd NE • Mason City, Iowa 50402-0656
641.424.9133 or 800.479.9071 • www.cishelps.org

MITCHELL COUNTY DOMESTIC ABUSE RESPONSE TEAM (DART) MEMORANDUM OF UNDERSTANDING

This operational agreement stands as evidence of the commitment of the agencies listed below to implement and sustain a Domestic Abuse Response Team (DART) in Mitchell County.


It is hereby recognized that DARTs are an effective intervention method for ensuring competent, coordinated, and effective intervention for victims of sexual assault. DARTs organize interagency, multidisciplinary responses for the benefit of the victim and the community. Each agency indicates their commitment to implementing and maintaining the DART in the following ways:

- Participating in ongoing DART planning and implementation activities;
- Develop policies and protocols to respond to victims of domestic abuse.
- Develop policies and protocols to respond to victims from underserved populations including but not limited to elderly, LGBT, males, immigrant, and Latin Americans.
- Participate in training to support these efforts
- Training law enforcement officers in the DART approach and implementing first responder training;
- Engaging prosecutors in the DART approach;
- Establishing and obtaining training for medical professionals;
- Ensuring victim advocacy and continuity of care for victims of domestic abuse by involving Crisis Intervention Service advocates;
- Ensuring coordination with the Crime Victim Assistance Division for victim compensation funds, and other services;
- Participating in ongoing DART meetings to ensure smooth operations, problem solving, and case review;
- Making a commitment to positive, constructive problem solving for the benefit of the sexual assault victim and the community;
- Making a commitment to effective case review to identify trends, themes, and system problems; and
- Ensuring a culturally competent system of care, including the planning and availability of interpreters.


WHEREAS, on this day February 1, 2013 the partners listed below have agreed that the collaboration services will be provided in Mitchell County for the period of February 1, 2013 through January 31, 2014.



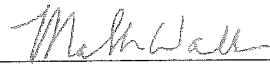
 Mary J. Ingham, Executive Director
 Crisis Intervention Service




 Brian Wright, Chief
 Osage Police Department



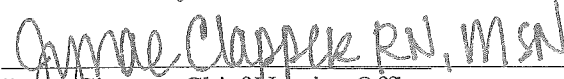
 Jill Connell, Director of Acute Care Services
 Mitchell County Regional Health Center



 Mark Walk
 Mitchell County Attorney



 Greg Beaver
 Mitchell County Sheriff



 Jynae Clapper, Chief Nursing Officer
 Mitchell County Regional Health Center

Crisis Intervention Services

P.O. Box 656 - 205 3rd NE - Macon, GA, Iowa 50402-0656
641-474-9133 or 800-479-9071 www.cishelp.org


**KOSSUTH COUNTY DOMESTIC ABUSE RESPONSE TEAM (DART)
MEMORANDUM OF UNDERSTANDING**

This operational agreement stands as evidence of the commitment of the agencies listed below to implement and sustain a Domestic Abuse Response Team (DART) in Kossuth County.

It is hereby recognized that DARTs are an effective intervention method for ensuring competent, coordinated, and effective intervention for victims of sexual assault. DARTs organize interagency, multidisciplinary responses for the benefit of the victim and the community. Each agency indicates their commitment to implementing and maintaining the DART in the following ways:

- Participating in ongoing DART planning and implementation activities;
- Develop policies and protocols to respond to victims of domestic abuse.
- Develop policies and protocols to respond to victims from underserved populations including but not limited to elderly LGBT, males, immigrant, and Latin Americans.
- Participate in training to support these efforts
- Training law enforcement officers in the DART approach and implementing first responder training;
- Engaging prosecutors in the DART approach;
- Establishing and obtaining training for medical professionals;
- Ensuring victim advocacy and continuity of care for victims of domestic abuse by involving Crisis Intervention Service advocates;
- Ensuring coordination with the Crime Victim Assistance Division for victim compensation funds, and other services;
- Participating in ongoing DART meetings to ensure smooth operations, problem solving, and case review;
- Making a commitment to positive, constructive problem solving for the benefit of the sexual assault victim and the community;
- Making a commitment to effective case review to identify trends, themes, and system problems; and
- Ensuring a culturally competent system of care, including the planning and availability of interpreters.

WHEREAS, on this day February 1, 2013 the partners listed below have agreed that the collaboration services will be provided in Kossuth County for the period of February 1, 2013 through January 31, 2014.



Mary J. Ingham, Executive Director
Crisis Intervention Service



Curtis L. Schipper, Chief
Algona Police Department



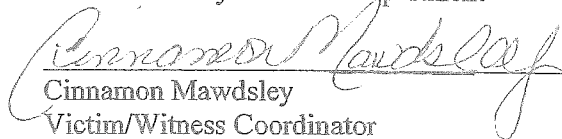
Stephanie Nielsen
Assistant Kossuth County Attorney



Kim Etherington, P.A.C., S.A.F.E.
Kossuth County Regional Health Center



Chuck Robinson, Sexual Assault Investigator
Kossuth County Sheriff's Department



Cinnamon Mawdsley
Victim/Witness Coordinator

Crisis Intervention Service

P.O. Box 656 206 2nd NE • Mason City, Iowa 50402-0656
641-424-9133 or 800-479-9071 www.cisnetos.org

WINNEBAGO COUNTY DOMESTIC ABUSE RESPONSE TEAM (DART) MEMORANDUM OF UNDERSTANDING

This operational agreement stands as evidence of the commitment of the agencies listed below to implement and sustain a Domestic Abuse Response Team (DART) in Winnebago County.


It is hereby recognized that DARTs are an effective intervention method for ensuring competent, coordinated, and effective intervention for victims of sexual assault. DARTs organize interagency, multidisciplinary responses for the benefit of the victim and the community. Each agency indicates their commitment to implementing and maintaining the DART in the following ways:

- Participating in ongoing DART planning and implementation activities;
- Develop policies and protocols to respond to victims of domestic abuse.
- Develop policies and protocols to respond to victims from underserved populations including but not limited to elderly LGBT, males, immigrant, and Latin Americans.
- Participate in training to support these efforts
- Training law enforcement officers in the DART approach and implementing first responder training;
- Engaging prosecutors in the DART approach;
- Establishing and obtaining training for medical professionals;
- Ensuring victim advocacy and continuity of care for victims of domestic abuse by involving Crisis Intervention Service advocates;
- Ensuring coordination with the Crime Victim Assistance Division for victim compensation funds, and other services;
- Participating in ongoing DART meetings to ensure smooth operations, problem solving, and case review;
- Making a commitment to positive, constructive problem solving for the benefit of the sexual assault victim and the community;
- Making a commitment to effective case review to identify trends, themes, and system problems; and
- Ensuring a culturally competent system of care, including the planning and availability of interpreters.


WHEREAS, on this day February 1, 2013 the partners listed below have agreed that the collaboration services will be provided in Winnebago County for the period of February 1, 2013 through January 31, 2014.



Mary J. Ingham, Executive Director
Crisis Intervention Service




Adam Sauer
Winnebago County Attorney



Daniel N. Davis, Chief
Forest City Police Department



David B. Thomas, Chief
Lake Mills Police Department



David Peterson
Winnebago County Sheriff

Networking Agreement

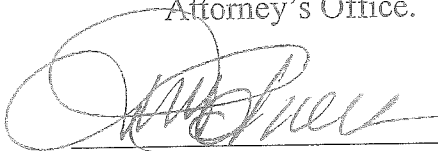
This letter outlines the collaboration between the Kossuth County Attorney's Office and Crisis Intervention Service to work together for the enhancement of safety and services for victims of domestic violence and sexual assault.

Kossuth County Attorney's Office will:

- Request 24-hour on-call advocacy for victim.
- Make referrals to Crisis Intervention Service as necessary.
- Distribute victim services information (brochures, general information, etc.)
- Provide Crisis Intervention Service with case update monthly.

Crisis Intervention Service will:

- Provide advocates 24-hours a day for victim.
- Compile information packets on domestic violence and sexual assault to victims.
- Meet with victims of domestic violence and/or sexual assault upon the request of the County Attorney's Office.
- Provide safety planning for victims referred from the County Attorney's Office.
- Provide individual counseling, referrals and other services upon the request of victims.
- Provide and/or coordinate an annual training program on the dynamics of domestic violence and/or sexual assault for the County Attorney's Office.



Kossuth County Attorney's Office

2/4/2013

Date



Crisis Intervention Service

2/4/2013

Date

POSITION: Executive Director
STATUS: Full-time
BASE SALARY: \$35,000 per year plus benefits as described in personnel policies
SUPERVISOR: Crisis Intervention Service Board of Directors

PERFORMANCE RESPONSIBILITIES

General Administration

- Will be directly accountable to the Board of Directors
- Will serve as a representative of the agency with community organizations
- Prepare personnel policies and suggest revisions for board consideration
- Attend board meetings; ensure distribution of agenda, minutes, financial reports, etc.
- Attend committee meetings
- Comply with all CIS policies and procedures

Programs

- Coordinate and monitor agency performance, accountability and outcomes
- Participate in short and long term planning in conjunction with the board of directors
- Work with the board on a regular basis to develop, deliver & evaluate agency programs, services & staff

Education/Community Relations

- Act as a public relations liaison and participate in community coordination of services
- Conduct and/or coordinate CIS speaking engagements and public relations program
- Coordinate media outreach program
- Legislative contacts

Personnel

- Conduct weekly staff meetings
- Coordinate hiring, evaluating and terminating of staff in conjunction with personnel committee
- Oversee development, scheduling and instruction of CIS staff and volunteers
- Complete 20 hours of agency approved continuing education annually

Financial Management

- Prepare annual projected and actual budget
- Supervise accounting procedures
- Scrutinize cash flow
- Ensure accurate documentation of income & expense
- Respond to all donations within 48 hours of receipt

Grant Management

- Prepare written and oral funding requests
- Explore new and existing grants on the federal, state, national and local basis
- Maintain complete statistical and outcomes reporting system to accurately report agency utilization, activities and outcomes to funding sources and the general public
- Ensure compliance with funding requirements
- Coordinate grant research and writing. Investigate and recommend other funding sources to the board
- Prepare monthly and cumulative statistics, performance reports, etc.

Other

- Other duties as assigned

QUALIFICATIONS

Personal Qualities

- Maintain confidentiality.
- Reliability & punctuality
- Adhere to counseling ethics
- Able to work flexible hours and willing to travel
- Able to work cooperatively in a small group
- Self-directed, flexible, assertive and diplomatic
- Possess good oral & written communication skills
- Function effectively during tense mental & emotional situations
- Demonstrate understanding of domestic abuse & sexual assault issues
- Ability to work with people of diverse racial, cultural and ethnic groups
- Fundraising and grant writing skills
- Organizational skills
- Grant management ability
- Understanding of budget operations and fiscal management
- Ability to establish and maintain effective working relationships
- Ability to effectively interact with communications media

Education/Experience

- B.A. and two years experience in related field
- Experience with employee supervision in participatory management style preferred
- Must obtain and maintain Domestic Abuse Advocate Certification within 6 months of employment
- Must have a valid driver's license

COMPENSATION

- Full-time salaried position (Range \$35,000-65,000)
- Benefits as described in personnel policies

SUPERVISION

- Directly responsible to CIS Board of Directors
- Supervision exercised over all CIS staff and volunteers

POSITION: Domestic Abuse Outreach Advocate
STATUS: Full-time
BASE SALARY: \$24,000.00 per year plus benefits as described in personnel policies
HOURS: Primarily weekdays; some evenings & weekends
SUPERVISOR: Executive Director

PERFORMANCE RESPONSIBILITIES

General Administration

- Comply with all CIS policies and procedures

Programs

- Develop & implement an effective outreach program for designated counties
- Provide crisis counseling for adult & child victims of domestic violence, stalking & related crimes
- Advocate for victims within legal, medical, housing & social systems
- Facilitate a weekly support group for victims
- Complete appropriate documentation of client contacts

Education/Community Relations

- Provide community education to professionals and community groups on domestic abuse, stalking & related crimes
- Conduct CIS speaking engagements as assigned
- Participate in community relations/networking
- Agency representative for community/state groups

Personnel

- Assist other staff as needed
- Participate in scheduled staff meetings and special workgroups
- Complete 20 hours of agency approved continuing education annually
- Prepare assigned staff reports

Other

- Other duties as assigned

QUALIFICATIONS

Personal Qualities

- Maintain confidentiality.
- Reliability & punctuality
- Adhere to counseling ethics
- Able to work flexible hours and willing to travel
- Able to work cooperatively in a small group
- Self-directed, flexible, assertive and diplomatic
- Possess good oral & written communication skills
- Function effectively during tense mental & emotional situations
- Demonstrate understanding of domestic abuse & sexual assault issues
- Ability to work with people of diverse racial, cultural and ethnic groups

Education/Experience

- B.A. in social work, counseling, psychology or related field or comparable work/life experience
- Must obtain and maintain Domestic Abuse Advocate Certification within 6 months of employment
- Must have a valid driver's license and reliable transportation

COMPENSATION

- Full-time salaried position (Range \$24,000-44,000)
- Benefits as described in personnel policies

SUPERVISION

- Directly responsible to Executive Director

**CRISIS INTERVENTION SERVICE
BENEFITS PACKAGE**

PAID TIME OFF

Vacation

CIS provides paid vacation for rest, relaxation, and personal pursuits, which we believe is important for staffers' physical and mental health. The amount of paid vacation time an employee receives increases with the length of employment as shown in the following schedule. Paid vacation for part-time employees is pro-rated based on the number of hours worked.

The length of service is calculated on the basis of a "benefit year." This is the 12-month period that begins with the employee begins employment. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on the calculation.

Length of employment	Hours of Paid Vacation
6 months	40
1-2 years	80
3-5 years	120
6-10 years	144
10-15 years	160
15+ years	184

Eligible employees earn paid vacation time according to the above schedule. However, before vacation time can be used, a waiting period of 180 calendar days from the date of hire must be completed. After that time, employees can request use of vacation time.

Paid vacation time can be used in minimum increments of one hour. To take vacation, employees must request advance approval from the supervisor at least 10 days in advance, using the prescribed form. Requests will be reviewed based on a number of factors, including agency needs and staffing requirements.

Holidays

CIS will grant holiday time off to all employees on the holidays listed below:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving (Friday following Thanksgiving)
- Christmas Eve (December 24)
- Christmas (December 25)
- Floating Holiday (employee's discretion)

Sick Leave

CIS provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Full-time employees will accrue sick leave benefits at the rate of 1-eight hour day for every full month of service. Part-time employees will accrue sick leave benefits on a prorated basis for hours worked each month.

Sick leave provides time off with pay for periods of illness or incapacity resulting from injury. Sick leave may be taken for illness, hospitalization, surgery, pregnancy, childbirth, adoption, outpatient treatments, as well as for health-care appointments that cannot be scheduled at times other than during the workday. Sick leave may also be used when necessary to allow care for a sick child, partner or immediate family member.

Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of 30 calendar days worth of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has reduced the balance below the limit.

MEDICAL BENEFITS

Health Insurance

CIS's health insurance plan provides employees access to medical insurance benefits. Employees working a minimum of 32 hours per week are eligible for the group health insurance coverage. The agency currently pays \$443.18 per person, per month for coverage. The employee is required to contribute \$1 per year for this coverage.

The current policy is provide by Wellmark and features a \$2,500 deductible, 20% in-network coinsurance and a \$5,000 out of pocket maximum.

RETIREMENT

Simplified Employee Pension

Crisis Intervention Service makes the following agreement under section 408(k) of the Internal Revenue Code. CIS agrees to provide discretionary contributions in each calendar year to the individual retirement account or individual retirement annuity (IRA) of all employees who are at least 21 years old and have performed services for the employer in at least 2 years of the immediately preceding 5 years.

The board determined funding level for the current year is 3%.

PROFESSIONAL DEVELOPMENT

The agency is committed to ongoing professional development. Each staff position requires a minimum of 20 hours of continuing education annually, which is actually higher than certification standards. The agency provides in-house training at each staff meeting. Agency staff meetings are held every week. In-service training is designed to provide staff members with the skills, training and experience necessary for their continued development.

Additional training from outside sources will be subject to these conditions:

- Attendance at conferences, educational meetings, workshops and institutions must have the approval of the Executive Director.
- Each employee may be permitted to attend conferences as funds permit, including registration and reimbursement for lodging, meals and travel. Attendance at such a conference shall be requested by the employee by submitting an estimated cost to the Executive Director who will determine the value of the conference, amount of time lost from duties, and cost.
- Each individual who attends a conference, seminar and/or in-service is expected to submit a written report summarizing what was covered, the date and the presenter.

OTHER BENEFITS

Converting unused sick days to personal days

Full-time employees earn one sick day per month, which may be accumulated up to 30 days. Employees may convert one sick day, when none has been used for three consecutive months, to a personal day. The time off must be scheduled, be used independently of vacation, and be used within three months following the date earned. Employees are encouraged to use personal days for improvement of health.

Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Criteria for the amount of time off allowed include a variety of factors, including, but not limited to, the need for out-of-town travel and responsibility for handling funeral arrangements. CIS defines "immediate family" as the parent, partner/spouse, sibling, child or grandchild of the employee or the employee's partner/spouse. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

Blood Donation

Staff members who donated blood to the Red Cross or Blood Center of Iowa will be given sufficient time off from the job to make a donation. Those who wish to donate blood should make arrangements in advance with their supervisor and present their blood card when they return to work.

Floating Personal Days

CIS provides employees with a means of observing predictable days of personal significance, such as religious holidays, weddings, or other occasions. Regular full-time employees earn one floating personal day for each six-month period worked during the fiscal year. New employees are eligible for one day in the year if their hire date is prior to January 1. Staffers hired after December 31 will not be eligible until the next fiscal year.

POSITION: Executive Director
STATUS: Full-time
BASE SALARY: \$35,000 per year plus benefits as described in personnel policies
SUPERVISOR: Crisis Intervention Service Board of Directors

PERFORMANCE RESPONSIBILITIES

General Administration

- Will be directly accountable to the Board of Directors
- Will serve as a representative of the agency with community organizations
- Prepare personnel policies and suggest revisions for board consideration
- Attend board meetings; ensure distribution of agenda, minutes, financial reports, etc.
- Attend committee meetings
- Comply with all CIS policies and procedures

Programs

- Coordinate and monitor agency performance, accountability and outcomes
- Participate in short and long term planning in conjunction with the board of directors
- Work with the board on a regular basis to develop, deliver & evaluate agency programs, services & staff

Education/Community Relations

- Act as a public relations liaison and participate in community coordination of services
- Conduct and/or coordinate CIS speaking engagements and public relations program
- Coordinate media outreach program
- Legislative contacts

Personnel

- Conduct weekly staff meetings
- Coordinate hiring, evaluating and terminating of staff in conjunction with personnel committee
- Oversee development, scheduling and instruction of CIS staff and volunteers
- Complete 20 hours of agency approved continuing education annually

Financial Management

- Prepare annual projected and actual budget
- Supervise accounting procedures
- Scrutinize cash flow
- Ensure accurate documentation of income & expense
- Respond to all donations within 48 hours of receipt

Grant Management

- Prepare written and oral funding requests
- Explore new and existing grants on the federal, state, national and local basis
- Maintain complete statistical and outcomes reporting system to accurately report agency utilization, activities and outcomes to funding sources and the general public
- Ensure compliance with funding requirements
- Coordinate grant research and writing. Investigate and recommend other funding sources to the board
- Prepare monthly and cumulative statistics, performance reports, etc.

Other

- Other duties as assigned

QUALIFICATIONS

Personal Qualities

- Maintain confidentiality.
- Reliability & punctuality
- Adhere to counseling ethics
- Able to work flexible hours and willing to travel
- Able to work cooperatively in a small group
- Self-directed, flexible, assertive and diplomatic
- Possess good oral & written communication skills
- Function effectively during tense mental & emotional situations
- Demonstrate understanding of domestic abuse & sexual assault issues
- Ability to work with people of diverse racial, cultural and ethnic groups
- Fundraising and grant writing skills
- Organizational skills
- Grant management ability
- Understanding of budget operations and fiscal management
- Ability to establish and maintain effective working relationships
- Ability to effectively interact with communications media

Education/Experience

- B.A. and two years experience in related field
- Experience with employee supervision in participatory management style preferred
- Must obtain and maintain Domestic Abuse Advocate Certification within 6 months of employment
- Must have a valid driver's license

COMPENSATION

- Full-time salaried position (Range \$35,000-65,000)
- Benefits as described in personnel policies

SUPERVISION

- Directly responsible to CIS Board of Directors
- Supervision exercised over all CIS staff and volunteers

POSITION: Domestic Abuse Outreach Advocate
STATUS: Full-time
BASE SALARY: \$24,000.00 per year plus benefits as described in personnel policies
HOURS: Primarily weekdays; some evenings & weekends
SUPERVISOR: Executive Director

PERFORMANCE RESPONSIBILITIES

General Administration

- Comply with all CIS policies and procedures

Programs

- Develop & implement an effective outreach program for designated counties
- Provide crisis counseling for adult & child victims of domestic violence, stalking & related crimes
- Advocate for victims within legal, medical, housing & social systems
- Facilitate a weekly support group for victims
- Complete appropriate documentation of client contacts

Education/Community Relations

- Provide community education to professionals and community groups on domestic abuse, stalking & related crimes
- Conduct CIS speaking engagements as assigned
- Participate in community relations/networking
- Agency representative for community/state groups

Personnel

- Assist other staff as needed
- Participate in scheduled staff meetings and special workgroups
- Complete 20 hours of agency approved continuing education annually
- Prepare assigned staff reports

Other

- Other duties as assigned

QUALIFICATIONS

Personal Qualities

- Maintain confidentiality.
- Reliability & punctuality
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Education/Experience

- B.A. in social work, counseling, psychology or related field or comparable work/life experience
- Must obtain and maintain Domestic Abuse Advocate Certification within 6 months of employment
- Must have a valid driver's license and reliable transportation

COMPENSATION

- Full-time salaried position (Range \$24,000-44,000)
- Benefits as described in personnel policies

SUPERVISION

- Directly responsible to Executive Director

**CRISIS INTERVENTION SERVICE
BENEFITS PACKAGE**

PAID TIME OFF

Vacation

CIS provides paid vacation for rest, relaxation, and personal pursuits, which we believe is important for staffers' physical and mental health. The amount of paid vacation time an employee receives increases with the length of employment as shown in the following schedule. Paid vacation for part-time employees is pro-rated based on the number of hours worked.

The length of service is calculated on the basis of a "benefit year." This is the 12-month period that begins with the employee begins employment. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on the calculation.

Length of employment	Hours of Paid Vacation
6 months	40
1-2 years	80
3-5 years	120
6-10 years	144
10-15 years	160
15+ years	184

Eligible employees earn paid vacation time according to the above schedule. However, before vacation time can be used, a waiting period of 180 calendar days from the date of hire must be completed. After that time, employees can request use of vacation time.

Paid vacation time can be used in minimum increments of one hour. To take vacation, employees must request advance approval from the supervisor at least 10 days in advance, using the prescribed form. Requests will be reviewed based on a number of factors, including agency needs and staffing requirements.

Holidays

CIS will grant holiday time off to all employees on the holidays listed below:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Day after Thanksgiving (Friday following Thanksgiving)
- Christmas Eve (December 24)
- Christmas (December 25)
- Floating Holiday (employee's discretion)

Sick Leave

CIS provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Full-time employees will accrue sick leave benefits at the rate of 1-eight hour day for every full month of service. Part-time employees will accrue sick leave benefits on a prorated basis for hours worked each month.

Sick leave provides time off with pay for periods of illness or incapacity resulting from injury. Sick leave may be taken for illness, hospitalization, surgery, pregnancy, childbirth, adoption, outpatient treatments, as well as for health-care appointments that cannot be scheduled at times other than during the workday. Sick leave may also be used when necessary to allow care for a sick child, partner or immediate family member.

Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of 30 calendar days worth of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee has reduced the balance below the limit.

MEDICAL BENEFITS

Health Insurance

CIS's health insurance plan provides employees access to medical insurance benefits. Employees working a minimum of 32 hours per week are eligible for the group health insurance coverage. The agency currently pays \$443.18 per person, per month for coverage. The employee is required to contribute \$1 per year for this coverage.

The current policy is provide by Wellmark and features a \$2,500 deductible, 20% in-network coinsurance and a \$5,000 out of pocket maximum.

RETIREMENT

Simplified Employee Pension

Crisis Intervention Service makes the following agreement under section 408(k) of the Internal Revenue Code. CIS agrees to provide discretionary contributions in each calendar year to the individual retirement account or individual retirement annuity (IRA) of all employees who are at least 21 years old and have performed services for the employer in at least 2 years of the immediately preceding 5 years.

The board determined funding level for the current year is 3%.

PROFESSIONAL DEVELOPMENT

The agency is committed to ongoing professional development. Each staff position requires a minimum of 20 hours of continuing education annually, which is actually higher than certification standards. The agency provides in-house training at each staff meeting. Agency staff meetings are held every week. In-service training is designed to provide staff members with the skills, training and experience necessary for their continued development.

Additional training from outside sources will be subject to these conditions:

- Attendance at conferences, educational meetings, workshops and institutions must have the approval of the Executive Director.
- Each employee may be permitted to attend conferences as funds permit, including registration and reimbursement for lodging, meals and travel. Attendance at such a conference shall be requested by the employee by submitting an estimated cost to the Executive Director who will determine the value of the conference, amount of time lost from duties, and cost.
- Each individual who attends a conference, seminar and/or in-service is expected to submit a written report summarizing what was covered, the date and the presenter.

OTHER BENEFITS

Converting unused sick days to personal days

Full-time employees earn one sick day per month, which may be accumulated up to 30 days. Employees may convert one sick day, when none has been used for three consecutive months, to a personal day. The time off must be scheduled, be used independently of vacation, and be used within three months following the date earned. Employees are encouraged to use personal days for improvement of health.

Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Criteria for the amount of time off allowed include a variety of factors, including, but not limited to, the need for out-of-town travel and responsibility for handling funeral arrangements. CIS defines "immediate family" as the parent, partner/spouse, sibling, child or grandchild of the employee or the employee's partner/spouse. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

Blood Donation

Staff members who donated blood to the Red Cross or Blood Center of Iowa will be given sufficient time off from the job to make a donation. Those who wish to donate blood should make arrangements in advance with their supervisor and present their blood card when they return to work.

Floating Personal Days

CIS provides employees with a means of observing predictable days of personal significance, such as religious holidays, weddings, or other occasions. Regular full-time employees earn one floating personal day for each six-month period worked during the fiscal year. New employees are eligible for one day in the year if their hire date is prior to January 1. Staffers hired after December 31 will not be eligible until the next fiscal year.

Pages 81-87
are on file with the
Crime Victim
Assistance Division

Grievance Procedure for Program Participants

We care about your experience in our program and want to hear from you if you have a grievance or concern. We support an open communication policy and encourage using various problem solving methods. You can report concerns or problems without fear of services being denied or reduced as a result of your concerns and without fear of mistreatment.

If you come into conflict with a staff person or volunteer, or you feel that you have not been treated fairly as a participant of our program, or if you have a particular concern regarding services:

- We encourage you to attempt to resolve concerns with the staff person, volunteer, or the manager of the program directly and promptly.
- If you do not feel safe addressing the conflict with that person directly, you have the option of communicating with that person's supervisor.
- If you are not satisfied with the outcome of that discussion or if attempts to address your concerns are not resolved to your satisfaction, you have the option of filing a formal grievance using the form below. This grievance form will go to the Executive Director.

Note: if your grievance is about the Executive Director, it should be mailed to the Board of Directors at the following address:

P.O. Box 656

Mason City, Iowa 50402-0656

If you have any questions about this procedure, please speak to any staff person.

Your name: _____ (optional)

Date: _____

Your grievance:

(Please feel free to use more than the space provided)

Please give this to a staff person or mail this form to our Executive Director.*
**If your grievance is with the Executive Director, it will go to the board.*

Due to confidentiality rights of staff and personnel, we may not be able to tell you the outcome of this grievance.

648 INTERNAL INVESTIGATIONS

CIS may conduct internal investigations from time to time. These investigations may relate to productivity, incidents, accidents, security or other work-related matters. Staff members asked to participate in these investigations is expected to assist and cooperate fully and to answer questions truthfully.

Staff members who refuse to participate in an internal investigation, or who answer questions during an investigation in a manner less than truthful, may be subject to disciplinary actions up to and including termination.

649 PROBLEM-SOLVING PRECEDURE

CIS recognizes that problems, interpersonal conflicts and communication barriers can occur in the workplace. This policy is designed to provide staff members with a way to resolve problems in a non-adversarial way.

Most interpersonal problems can be resolved informally through dialogue between you and the other staff person. If the problem cannot be resolved, you may complete a problem-solving statement and submit it to the Executive Director. The Executive Director will then arrange a meeting with appropriate staff members.

The Executive Director will prepare a written summary of the meeting, including recommended actions to resolve the problem within five working days, which will be signed by all parties only to show that the meeting occurred.

650 GRIEVANCES & COMPLAINTS

Employees will be encouraged to follow the agency grievance procedure in resolving work-related problems. Complaints involving allegations of discrimination will be handled through the grievance procedure.

Employee Procedure:

1. An employee is expected to consult first with staff at any regular or specifically called staff meeting regarding any action, occurrences or attitude which is perceived as inequitable or inappropriate on the job. If a satisfactory agreement for resolution can't be reached in this manner the employee may submit a written grievance to the Personnel Committee of the Crisis Intervention Service Board of Directors.
2. The written grievance of the employee shall consist of a concise statement of facts upon which the complaint is based. It should include specific reference to the policies, procedures, or practices which have allegedly been misinterpreted, misapplied, or violated. It must be dated and signed. The written complaint should be sent to the Personnel Committee no later than ten (10) working days after the occurrence of the alleged unfair treatment, discrimination, or termination.

Personnel Committee Procedure:

1. The Personnel Committee should consider the grievance at the scheduled meeting within fifteen (15) working days following receipt of the employee's request to the personnel Committee for a hearing.

2. At Such meeting, the employee may present her case before the Personnel Committee in person, by a representative, or in a written statement. The Executive Director will present NCHD's case before the group.
3. The Personnel Committee may request an additional meeting or meetings to consider the matter and call witnesses as required in evaluating the relevant circumstances involved in the grievance.
4. The decision regarding the disposition of the grievance should be made by a majority vote. A quorum must be present for the Personnel Committee to vote on the disposition of a grievance.
5. The decision will be put in writing and copies given to the employee, the Executive Director, the Board Secretary for inclusion in the minutes, and a copy placed in the employee's personnel file.
6. If the employee is not satisfied with the decision of the committee, she may appeal the decision to the NCHD Board of Directors by stating the grievance in writing to the president of the Board within fifteen (15) working days after receipt of the decision of the Personnel Committee.

Board of Directors Procedure:

1. The Board of Directors must consider the employee's appeal of the Personnel Committee's decision on the grievance at its next regularly scheduled meeting.
2. The Personnel Committee should submit all information available from their deliberation to the President of the Board. After review of the information available, the Board may decide to further investigate the grievance and reconsider the decision; or they may uphold the decision reached by the Committee.
3. If the Board of Directors desires to investigate the grievance further, they may request the employee and her representative to appear before the Board of Directors at their next regular meeting or a special meeting convened to hear personal grievances. The Personnel Committee will present their recommendations to the Board at the next regularly scheduled meeting, or at a special meeting if they so desire.
4. A final decision by the Board of Directors must be determined by a majority vote with a quorum present. The Board's decision must be conveyed in writing to the employee within five (5) working days after a decision has been reached. Copies of the decision will be distributed to the Executive Director, the employee and the Board secretary for inclusion in the official minutes, and a copy placed in the employee's personnel file.

The Board's action should be considered as satisfying the Department of Labor's obligation regarding the consideration of employee grievances. If further action is desired by the employee, the employee may exercise the right to present her case before the appropriate administrative agency, or before the appropriate State or Federal courts

IOWA ATTORNEY GENERAL'S OFFICE
CRIME VICTIM ASSISTANCE DIVISION (CVAD)
VICTIM SUPPORT SERVICES (VSS) PROGRAM
Site Monitoring Report for Victim Services

DATE OF VISIT: December 15, 2009

PROGRAM NAME: Crisis Intervention Services also known as NIAD Center for Human Development

SITE(S) VISITED: Main Office/Shelter Location

COUNTIES/CITY SERVED: Cerro Gordo County, Floyd County, Franklin County, Hancock County, Kossuth County, Mitchell County, Winnebago County, Worth County, Population of service area: 130,971

PROGRAM STAFF INTERVIEWED: [redacted] Community Educator/Volunteer Coordinator; [redacted] Sexual Assault Advocate; [redacted] Youth Advocate; [redacted] Domestic Abuse Advocate; [redacted] Kossuth County Advocate; [redacted] Mitchell/Worth County Advocate; [redacted] Shelter Coordinator; and [redacted], Executive Director.

BOARD MEMBERS INTERVIEWED: [redacted] and [redacted]

SITE VISIT CONDUCTED BY: Donna Phillips, Administrator of the Victim Service Support Program, Crime Victim Assistance Division, Iowa Attorney General's Office.

REPORT PREPARED BY: Donna Phillips, Administrator of the Victim Service Support Program, Crime Victim Assistance Division, Iowa Attorney General's Office.

E-MAILED TO: [redacted], CIS Executive Director, and [redacted], CIS Board Chair

DATE E-MAILED: August 17, 2010

XII. Difficulties & Achievements

Throughout this report, VSS staff has discussed the various achievements of the program. Below is only a partial list of the program's achievements in the last few years:

- professional, dedicated staff focused on providing quality victim services,
- establishment of seven office space in the program's eight county service area, and
- continuation of strong collaborative relationships with local service providers and criminal justice agencies.

Staff discussed some of the following as problems or difficulties: inconsistent response by criminal justices services, maintaining comprehensive services across the entire service area, limited space and layout of shelter, lack of transitional housing in the community, and not having staff at full capacity due to cuts in funding.

Discussion was held throughout the Site Monitoring Visit addressing questions, concerns and the program's successes. The program's staff was extremely responsive to VSS staff's questions and shared ideas regarding the program's progress.

It was apparent from the discussion at the Site Monitoring Visit, reviewing of the performance reports, and application that the program's staff & volunteers are making tremendous efforts to improve the quality of services as well as expanding their collaborative relationships within their service area. VSS commends the staff and volunteers for their ongoing, everyday efforts on behalf of crime victims!

It was also apparent the amount of respect that the staff has for Executive Director Mary Ingham. Mary is a strong leader who consistently reviews how the staff, agency and community can improve services to victims and the community. It was apparent that Mary leads by being a positive example and encourages staff to better themselves through training and mentoring each other. Mary continues to be an asset to victims, staff, the agency and the community.

XII. Corrective Action Plan: Requirements & Recommendations

There is no corrective action required at this time.

VICTIMS OF CRIME ACT (VOCA or VA) CERTIFIED ASSURANCES

The program assures and certifies that:

1. It will use Crime Victim Assistance Grant funds made available under VOCA to enhance or expand services and that VOCA funds will not be used to supplant state and local funds that would otherwise be available for crime victim services.
2. It will contribute the amount of matching funds as required by VOCA and the Crime Victim Assistance Division.
3. It is a public or non-profit program, or a combination of such agencies, and that it provides services to victims of crime.
4. It can demonstrate a record of providing effective services to crime victims. This includes having community support and approval of its services by the community, a history of providing direct services in a cost-effective manner, and financial support from other sources. A new program that has not yet demonstrated a record of providing service must show that 25-50% of their financial support comes from non-federal sources.
5. Victim assistance funds shall be used only to provide direct services free of charge to victims of crimes.
6. It will help victims apply for Crime Victim Compensation benefits.
7. It will provide services to victims of crime at no charge. No income eligibility standards will be imposed on individuals receiving assistance or services supported with VOCA funds.
8. It will provide services to victims of federal crimes on the same basis as victims of state/local crimes.
9. It will promote within the community, coordinated public and private efforts to aid crime victims.
10. It will incorporate the use of volunteers unless the Crime Victim Assistance Division determines there is a compelling reason to waive this requirement. A compelling reason may be a statutory or contractual provision concerning liability or confidentiality of counselor/victim information, which bars using volunteers for certain positions, or the inability to recruit and maintain volunteers after a sustained and aggressive effort.
11. It will maintain confidentiality of client-counselor information as required by state and federal law.
12. It does not discriminate against victims because they disagree with the way the State is prosecuting the criminal case.
13. It will comply, and all its contractors and subgrantees will comply, with any applicable federal nondiscrimination requirements, which may include the Omnibus Crime Control and Safe Streets Act of 1968 (42 U.S.C. § 10604(e)); the Victims of Crime Act [42 U.S.C. §10604(e)]the Juvenile Justice and Delinquency Prevention Act of 2020 (42 U.S.C. §5672(b)); the Civil Rights Act of 1964

(42 U.S.C. § 2000d); the Rehabilitation Act of 1973 as amended (29 U.S.C. § 791); the Americans Disabilities Act of 1990 (42 U.S.C. §§ 12131-34); the Education Amendments of 1972 (20 U.S.C. §§ 1681, 1683, 1685-86); the Age Discrimination Act of 1975 (42 U.S.C. §§ 6101-07); 28 C.F.R. pt. 42 (U.S. Department of Justice Regulations – Nondiscrimination; Equal Employment Opportunity; Policies and Procedures); Ex. Order 13279 (equal protection of the laws for faith-based and community organizations); and 28 C.F.R. pt. 38 (U.S. Department of Justice Regulations – Equal Treatment for Faith-Based Organizations). Additional information about civil rights obligation of grantees can be found at <http://www.ojp.usdoj.gov/ocr/>.

14. In accordance with federal civil rights laws, the program or grantee shall not retaliate against individuals for taking action or participating in action to secure rights protected by federal civil rights laws.
15. It will determine whether it is required to formulate an **Equal Opportunity Program (EEOP)**, in accordance with 28 CFR 42.302 *et. seq.* If the program is not required to formulate an EEOP, it will submit a certification form to the U.S. Department of Justice, Office of Justice Programs, Office for Civil Rights (OCR), and the Iowa Attorney General's Crime Victim Assistance Division (CVAD) indicating that it is not required to develop an EEOP. If the program is required to develop an EEOP, but is not required to submit the EEOP to the OCR, the applicant will submit a certification form to the OCR and the CVAD certifying that it has an EEOP on file which meets the applicable requirements. If the applicant is awarded a grant of \$500,000 or more and has fifty or more employees, it will submit a copy of its EEOP to the OCR and the CVAD. Non-profit organizations, Indian Tribes, and medical and education institutions are exempt from the EEOP requirement, but are required to submit a certification form to the OCR to claim the exemption. A copy of the certification form should also be submitted to the CVAD. Additional information regarding a grantee's EEOP requirements can be found at http://www.ojp.usdoj.gov/about/ocr/eeop_comply.htm.
16. It will comply with Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency (LEP). To ensure compliance with the Omnibus Crime Control and Safe Streets Act of 1968 and Title VI of the Civil Rights Act of 1964, the grantee must take reasonable steps to ensure the LEP persons have meaningful access to your programs. Meaningful access may entail providing language assistance services, to consider the need for language services for LEP person served or encountered both in developing your budgets and in conducting your programs and activities. Additional assistance and information regarding your LEP obligations can be found at <http://www.lep.gov>.
17. In the event that a Federal or State court or Federal or State administrative agency makes a **finding of discrimination** after a due process hearing on the grounds of race, color, religion, national origin, sex, age, or disability against the program, the program will forward the findings to the U.S. Department of Justice, Office of Justice Programs, Office for Civil Rights (OCR), and the Iowa Attorney General's Office, Crime Victim Assistance Division (CVAD).
18. It will maintain information on victims served by race, sex, national origin, age and disability and such information will be collected and maintained, where such information is voluntarily furnished by those receiving assistance.
19. It agrees to comply with the applicable requirements of the 28 C.F.R. Part 38, the Department of Justice (DOJ) regulation governing "Equal Treatment for Faith Based Organizations" (the "Equal

Treatment Regulation”). The Equal Treatment Regulation provides in part that the DOJ grant awards of direct funding may not be used to fund any inherently religious activities, such as worship, religious instruction, or proselytization. Recipients of direct grants may still engage in inherently religion activities, but such activities must be separate in time or place from the DOJ funded program, and participation in such activities by individuals receiving services from the grantee must be voluntary. The Equal Treatment Regulation also makes clear that organizations participating in programs directly funded by the Department of Justice are not permitted to discriminate in the provision of services on the basis of beneficiary’s religion.

20. It will maintain client, staff, policy and procedure information and that reports shall be submitted, in the correct form, on time, and containing information as required by the Crime Victim Assistance Division.
21. It will comply with Iowa Code Chapter 216 as amended which governs civil rights protection in Iowa; and Iowa Code Section 8.11 regarding Minority Impact Statements; the Iowa Attorney General’s Crime Victim Assistance Division rules as contained in the Iowa Administrative Code, 61 IAC Chapter 9, Section 9.50 through 9.65; and the policies of the Iowa Attorney General’s Crime Victim Assistance Division.
22. It will create a sexual harassment policy which includes the process for filing a grievance of sexual harassment by a staff member, client, victim, or volunteer. The process shall take into consideration how to file a complaint against a supervisor, administrator or director. After the creation of the sexual harassment policy, all current staff and volunteers, as well as new staff and volunteers will sign an acknowledgement form that they have reviewed and understand the sexual harassment policy. One copy will be provided to the staff member, or volunteer and one will be kept in their personnel file.
23. It agrees that it cannot use any federal funds, either directly or indirectly, in support of the enactment, repeal, modification or adoption of any law, regulation or policy, at any level of government without the express written approval of the Office of Justice Programs (OJP), in order to avoid violation of 18 U.S.C. § 1913. It will comply with any restrictions outlined in 28 CFR Part 69 regarding New Restrictions on Lobbying.
24. It will comply with the Drug-Free Workplace Act of 1988, implemented at 28 CFR Part 67, subpart F, for programs, as defined at 28 CFR Part 67 Sections 67.615 and 67.620.
25. It will encourage adoption and enforcement of on-the-job seat belt policies and programs for its employees, contractors, and subrecipients when operating agency-owned, rented, or personally owned vehicles pursuant to 23 USC 402 and 403, and 29 USC 668.
26. It will encourage adoption and enforce policies banning employees from text messaging while driving any vehicle during the course of performing work funded by these funds, and to establish workplace safety policies and conduct education, awareness, and other outreach to decrease crashes caused by distracted drivers pursuant to Executive Order 13513, “Federal Leadership on Reducing Text Messaging While Driving,” 74 Fed. Reg. 51225 (October 1, 2009).
27. It will refer to the United States Department of Justice’s (DOJ) Office of Inspector General (OIG) and the Iowa Attorney General’s Crime Victim Assistance Division (CVAD) any credible evidence that a principal, employee, agent, contractor, subgrantee, or other person has either 1) submitted a false claim for these funds under the False Claims Act; or 2) committed a criminal or civil violation of laws

pertaining to fraud, wastes, abuse, conflict of interest, bribery, gratuity, or similar misconduct involving these funds. This condition also applies to any subgrantees or contractors. Potential fraud, waste, abuse or misconduct should be reported to the Office of Inspector General (OIG) by:

- a. Mailing to: Office of Inspector General, U.S. Department of Justice, Investigations Division, 950 Pennsylvania Avenue, N.W., Room 4706, Washington, D.C. 20530,
- b. Emailing to: oig.hotline@usdoj.gov,
- c. Hotline information: 1-800-869-4499 in English and Spanish, or
- d. Hotline fax: 1-202-616-9881.

Additional information is available from the DOJ OIG website at www.usdoj.gov/oig.

28. It will not use federal funds, either directly or indirectly, in support of any contract or subaward to either the Association of Community Organizations for Reform Now (ACORN) or its subsidiaries, without the express written approval of OJP.
29. It agrees to comply with applicable requirements regarding Central Contractor Registration (CCR) and applicable restrictions and provide a Data Universal Numbering System (DUNS) number. The details of recipient obligations are posted on the Office of Justice Programs web site at <http://www.ovw.usdoj.gov/funding/ccr.htm>.
30. It and all its contractors will comply with all Federal laws and regulations applicable to Federal assistance programs and with any applicable provisions of 28 CFR Part 66, 70 entitled Uniform Administrative Requirements for Grants and Cooperative Agreements.
31. It will comply with the National Environmental Policy Act (NEPA, 42 U.S.C. section 4321 et seq.) and other related Federal laws (including National Historic Preservation Act (NHPA)). The program also agrees to comply with all federal, state and local environmental laws and regulations applicable to the development and implementation of the activities to be funded under this award or contract. It agrees to assist Office of Justice Programs (OJP) in carrying out its responsibilities under NEPA and related laws, if the recipient plans to use VOCA funds (directly or through subaward or contract) to undertake any activity that triggers these requirements, such as renovation or construction. (See 28 C.F.R. Part 61, App. D.). It will not use VOCA funds for renovation or construction.
32. Appropriate accounting, auditing, and monitoring procedures will be used so that records are maintained to insure fiscal control, proper management, and efficient distribution of the victim assistance funds in accordance with the most current edition of the Financial Guide created by the Office of Chief Financial Officer (OCFO).
33. Fund accounting, auditing, monitoring, evaluation procedures, and such records as the Attorney General's Crime Victim Assistance Division (CVAD) shall prescribe, shall be provided to assure fiscal control, proper management, and efficient disbursement of funds received.
 - a. It shall maintain such data and information and submit such reports in such form, at such times, and containing such data and information as the CVAD may reasonably require administering the program.
34. It will comply, and all its contractors will comply, with the applicable provisions of the VOCA, the guidelines for crime victim assistance grants and the requirements of the OCFO Financial Guide,

effective edition, which includes maintaining effective program and financial records that fully disclose the amount and disposition of VOCA funds received. This includes financial documentation for disbursements, daily time and attendance records for paid and volunteer staff, client files, the portion of the program funded with other sources of revenue, job descriptions, contracts for services, and other records which facilitate an effective audit.

35. It authorizes the Office for Victims of Crime (OVC), Office of the Chief Financial Officer (OCFO) and the Iowa Attorney General's Crime Victim Assistance Division (CVAD) and its representatives, access to and the right to examine all records, books, paper or documents related to the VOCA funds.
36. It will provide for an independent audit report on an annual basis as required by Office of Management and Budget (OMB) Circular A-133 and the OCFO Financial Guide. It will comply with the organizational audit requirements of OMB Circular A-133 and further understands and agrees that funds may be withheld, or other related requirements may be imposed, if outstanding audit issues (if any) from OMB Circular A-133 audits (and any other audits of Department of Justice funds) are not satisfactory and promptly addressed as further described in the current edition of the OVW Financial Grants Management Guide and the OCFO Financial Guide.
37. Non-Federal entities that expend \$500,000 or more a year in Federal funds (from all sources including pass-through awards) in the organization fiscal year (12 month turnaround reporting period) shall have a single organization-wide audit conducted in accordance with the provisions of OMB Circular A-133.
38. Non-Federal entities that expend less than \$500,000 a year in Federal awards are exempt from Federal audit requirements for that year. Records must be kept and available for review or audit by appropriate officials including the Federal agency, State agency, and U.S. Government Accountability Office (GAO).
39. All private agencies agree to perform an audit in accordance with Iowa Code Section 11.36 audit requirements.
40. **Due Dates for Audit Reports** Audit reports are due the earlier of thirty days after receipt of the auditors report or (9) nine months after the end of the audit period. Audits must be sent to CVAD upon completion.
41. It will comply with any additional eligibility or service criteria established by the Crime Victim Assistance Division.
42. It will expend funds received only for the purposes and activities covered by the program's approved application and budget; and that the grant may be suspended or terminated at any time by the CVAD if the program fails to comply with the provisions of the VOCA, Victim Services Grant Program Administrative Rules or any of the certified assurances listed above.
43. It will notify the Crime Victim Assistance Division (CVAD) office in writing, via e-mail or through other electronic means within 30 days of any staffing change.
44. It will notify the Crime Victim Assistance Division (CVAD) office in writing or via email of any VOCA- funded positions that remain vacant for 45 days or more. This notification must include reason for vacancy and plan for filling the position.

45. It will keep time and attendance records for all VOCA-funded staff.

I certify that I have read and reviewed the above assurances and that the program will comply with all provisions of the Victims of Crime Act of 1984, all amendments or updates to this act, and all applicable federal and state laws, regulations, and guidance.

Crisis Intervention Service

Program Name

Molly Knoll
Signature of Authorized Representative

2/19/13
Date

Molly Knoll
Typed Name of Authorized Representative

Board President
Title of Authorized Representative

[REDACTED]
Email Address of Authorized Representative

[REDACTED]
Telephone Number of Authorized Representative

Mary J. Ingham
Program Director Signature

2/19/2013
Date

Mary J. Ingham
Typed Name of Program Director

Executive Director
Title of Program Director

[REDACTED]
Email Address of Program Director

[REDACTED]
Telephone Number of Program Director

FAMILY VIOLENCE PREVENTION AND SERVICES ACT (FV) CERTIFIED ASSURANCES

The program assures and certifies that:

1. They will prohibit discrimination against any employee, applicant for employment, or any person participating in any sponsored program on the basis of age, race, creed, color, sex, sexual orientation, gender identity, physical or mental disability, national origin, or religion, compensate employees at no less than minimum wage, and provide safe and sanitary working conditions.
2. It will create a sexual harassment policy which includes the process for filing a grievance of sexual harassment by a staff member, client, victim, or volunteer. The process shall take into consideration how to file a complaint against a supervisor, administrator or director. After the creation of the sexual harassment policy, all current staff and volunteers, as well as new staff and volunteers will sign an acknowledgement form that they have reviewed and understand the sexual harassment policy. One copy will be provided to the staff member, or volunteer and one will be kept in their personnel file.
3. These funds may not be used as direct payment to any victim or dependent of a victim of family violence.
4. No income eligibility standard will be imposed on individuals receiving assistance or services supported with funds appropriated to carry out the Act. There shall be no charge to victims for services provided by the program.
5. The address or location of any shelter-facility assisted under the Act will not be made public, except with written authorization of the person or persons responsible for the operation of such shelter.
6. Performance reports will be submitted as required by the Crime Victim Assistance Division (CVAD).
7. It will keep time and attendance records for all CVAD funded staff.
8. FV awarded funds will be used to supplement and not supplant other Federal, State, and local public funds expended to provide services and activities that promote the purposes of the Act.
9. It will comply as applicable with the following regulations from Title 45 of the Code of Federal Regulations (CFR):
 - 45 CFR Part 16 Procedures of the Departmental Grant Appeals Board;
 - 45 CFR Part 30 Claims Collection;
 - 45 CFR Part 80 Nondiscrimination under Programs Receiving Federal Assistance through the Department of Health and Human Services, Effectuation of Title VI of the Civil Rights Act of 1964;
 - 45 CFR Part 81 Practice and Procedure for Hearings Under Part 80 of this Title;
 - 45 CFR Part 84 Nondiscrimination on the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance;
 - 45 CFR Part 86 Nondiscrimination on the Basis of Sex in Education Programs and Activities Receiving Federal Financial Assistance;
 - 45 CFR Part 87 Equal Treatment for Faith-Based Organizations;

- 45 CFR Part 91 Nondiscrimination on the Basis of Age in HHS Programs or Activities Receiving Federal Financial Assistance;
- 45 CFR Part 92 Uniform Administrative Requirements for Grants and Cooperative Agreements to State, Local and Tribal Governments;
- 45 CFR Part 97 Consolidation of Grants to the Insular Areas;
- 45 CFR Part 100 Intergovernmental Review of Department of Health and Human Services Programs and Activities; and
- 2 CFR 376 Nonprocurement Debarment and Suspension.

10. Iowa Code Section 8.11 regarding Minority Impact Statement, and the Iowa Attorney General's Crime Victim Assistance Division rules as contained in the Iowa Administrative Code, 61 IAC Chapter 9, Section 9.50 through 9.65; and the policies of the Iowa Attorney General's Crime Victim Assistance Division.
11. It will comply as applicable with the following Circulars from the Office of Management and Budget (OMB): OMB Circular A-133 Audits of State, Local Governments, and Non-Profit Organizations and the Single Audit Act of 1984 as amended; OMB Circular A-122 Cost Principles for Non-profit Organizations; OMB Circular A-87 Cost Principles for State, Local and Indian Tribal Governments; educational institutions are subject to OMB Circular A-21; commercial organization vendors or subcontractors are subject to the cost principles under 48 CFR Part 31 and are subject to the provisions of 45 CFR Part 92.
12. It will provide for an independent audit report on an annual basis as required by Office of Management and Budget (OMB) Circular A-133. It will comply with the organizational audit requirements of OMB Circular A-133 and further understands and agrees that funds may be withheld, or other related requirements may be imposed, if outstanding audit issues (if any) from OMB Circular A-133 audits are not satisfactory and promptly addressed.
13. Non-Federal entities that expend \$500,000 or more a year in Federal funds (from all sources including pass-through awards) in the organization fiscal year (12 month turnaround reporting period) shall have a single organization-wide audit conducted in accordance with the provisions of OMB Circular A-133.
14. Non-Federal entities that expend less than \$500,000 a year in Federal awards are exempt from Federal audit requirements for that year. Records must be kept and available for review or audit by appropriate officials including the Federal agency, State agency, and U.S. Government Accountability Office (GAO).
15. All private agencies agree to perform an audit in accordance with Iowa Code Section 11.36 audit requirements.
16. **Due Dates for Audit Reports** Audit reports are due the earlier of thirty days after receipt of the auditors report or (9) nine months after the end of the audit period. Audits must be sent to CVAD upon completion.
17. It will not use any federal funds, either directly or indirectly, in support of the lobbying activities including the enactment, repeal, modification or adoption of any law, regulation or policy, at any level of government including activities to influence proposed or pending Federal or State legislation or appropriations and all requirements as applicable under 45 CFR Part 93 regarding New Restrictions on Lobbying. This prohibition is related to the use of Federal funds and is not intended to affect an

individual's right or that of any organization, to petition Congress, or any other level of Government, through the use of other resources.

18. It will comply with the 45 CFR Part 82 Drug-Free Workplace Act of 1988 and 42 U.S.C. 701 et. seq. requires that all organizations receiving grants from any Federal agency agree to maintain a drug-free workplace. The recipient must notify the awarding office if an employee of the recipient is convicted of violating a criminal drug statute. Failure to comply with these requirements may be cause for debarment. HHS implementing regulations are set forth in 45 CFR Part 82 – Government wide Requirements for Drug-Free Workplace (Financial Assistance).
19. It will comply with 45 CFR 92.35 and Executive Order 12549 regarding Debarment and Suspension. In order to see if your organization is debarred or suspended a list is available on the web at <http://www.epls.gov>. Any program that receives FV fund and is on the Debarment and Suspension list must notify the Crime Victim Assistance Division (CVAD).
20. In accordance with Public Law 103-333, the "Department of Labor, Health and Human Services, and Education and Related Agencies Appropriations Act of 1995," the following provisions are applicable to this award:
 - a. Section 507: "Purchase of American-Made Equipment and Products – It is the sense of the Congress that, to the greatest extent practicable, all equipment and products purchased with funds made available in this Act should be American-made."
 - b. Section 508: When issuing statements, press releases, requests for proposals, bid solicitations and other documents describing the projects or programs funded in whole or in part with Federal money, all States receiving Federal funds, including but not limited to State and local governments and recipients of Federal research grants, shall clearly state (1) percentage of the total costs of the program or project which will be financed with Federal money, (2) the dollar amount of Federal funds for the project or program, and (3) percentage and dollar amount of the total costs of the project or program that will be financed by nongovernmental sources."
21. It will not utilize the awarded funds to support inherently religious activities such as religious instruction, worship, or proselytization, as part of programs or services funded with FV funds. Therefore, organization must take steps to separate, in time or location, their inherently religious activities from the services under this program. Regulations pertaining to this prohibition of Federal funds for inherently religious activities can be found on the HHS website at: <http://www.os.dhhs.gov/fbcj/waisgate21.pdf> and within 45 CFR Part 87- Equal Treatment of Faith-Based Organizations.
22. In accordance with Public Law 103-227, the "Pro-Children Act of 1994", smoking may not be permitted in any portion of any indoor facility owned or regularly used for the provision of health, day care, education or library services to children under the age of 18, if the services are funded by Federal programs whether directly or through State or local governments. This includes any subgrants, contracts, cooperative agreements, as well as loans and loan guarantees. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions or facilities and used for inpatient drug and alcohol treatment. Failure to comply with the provisions of this law may result in the imposition of a civil monetary penalty of up to \$1,000 per day as well as suspension or termination of your FV funds.
23. It will comply with any **additional eligibility or service criteria** established by the Crime Victim Assistance Division.

24. It will notify the Crime Victim Assistance Division (CVAD) office in writing, by e-mail, or through the Programs Assistant website within 30 days of any staffing change.
25. It will notify the Crime Victim Assistance Division (CVAD) office in writing or via e-mail of any FV-funded positions that remain vacant for 45 days or more. This notification must include reason for vacancy and plan for filling the position.
26. It will expend funds received only for the purposes and activities covered by the program's approved application and budget; and that the award contract may be suspended or terminated at any time by CVAD if the program fails to comply with the provisions of the Family Violence Prevention and Services Act or any of the certified assurances listed throughout this document.

I certify that I have read and reviewed the assurances included in this document for the Family Violence Prevention and Services Act funds and that the program will comply with all applicable state laws and regulations. I certify that I have read and reviewed the above assurances and that the program will comply with all provisions of Section 306 of the Family Violence Prevention and Services Act (42 U.S.C. Section 10401, et. seq.) as amended by Public Law 111-320.

Crisis Intervention Service
Program Name

Molly Knoll
Signature of Authorized Representative

2/19/13
Date

Molly Knoll
Typed Name of Authorized Representative

Board President
Title of Authorized Representative

[REDACTED]
Email Address of Authorized Representative

[REDACTED]
Telephone Number of Authorized Representative

Mary J. Ingham
Program Director Signature

2/19/2013
Date

Mary J. Ingham
Typed Name of Program Director

Executive Director
Title of Program Director

[REDACTED]
Email Address of Program Director

[REDACTED]
Telephone Number of Program Director

IOWA DOMESTIC ABUSE (DA) AND/OR SEXUAL ABUSE (SA) CERTIFIED ASSURANCES

The program assures and certifies that:

1. It is operated by a public or non-profit agency.
2. It will (a) prohibit discrimination against any employee, applicant for employment, or any person participating in any sponsored program on the basis of age, race, creed, color, gender, sexual orientation, gender identity, physical or mental disability, national origin, or religion, (b) compensate employees at no less than minimum wage, and (c) provide safe and sanitary working conditions.
3. It will comply with Iowa Code Section 8.11 regarding Minority Impact Statement, and the Iowa Attorney General's Crime Victim Assistance Division rules as contained in the Iowa Administrative Code, 61 IAC Chapter 9, Section 9.50 through 9.65; and the policies of the Iowa Attorney General's Crime Victim Assistance Division.
4. The grant funds will be used to supplement and not supplant other available or mandated funds.
5. All private agencies agree to perform an audit in accordance with Iowa Code Section 11.36 audit requirements.
6. Due Dates for Audit Reports Audit reports are due the earlier of thirty days after receipt of the auditors report or (9) nine months after the end of the audit period. Audits must be sent to CVAD upon completion.
7. The grant funds will only be used to provide services to victims of domestic abuse or sexual abuse as specified in Iowa Code section 236.15.
8. It will maintain client, staff, policy and procedure information and that reports shall be submitted, in the correct form, on time, and containing information as required by the Crime Victim Assistance Division (CVAD).
9. It has a grievance procedure for victims, employees and volunteers.
10. It is a domestic abuse or sexual abuse program as defined in Iowa Code Chapter 236 and that all employees and volunteers who provide victim services are certified as victim counselors as provided in Iowa Code Chapter 915.
11. It provides all services without regard to a victim's ability to pay. There shall be no charge to victims for services provided by the program.
12. If it provides services to victims of domestic abuse, the program has the capacity to provide or arrange for safe shelter of victims and their children.

13. If it provides services to victims of sexual abuse, the program has the capacity to provide in-person support to victims at the time of an evidentiary sexual abuse examination.
14. It will keep time and attendance records for all DA-funded and SA-funded staff.
15. It will create a sexual harassment policy which includes the process for filing a grievance of sexual harassment by a staff member, client, victim, or volunteer. The process shall take into consideration how to file a complaint against a supervisor, administrator or director. After the creation of the sexual harassment policy, all current staff and volunteers, as well as new staff and volunteers will sign an acknowledgement form that they have reviewed and understand the sexual harassment policy. One copy will be provided to the staff member, or volunteer and one will be kept in their personnel file.

I certify that the program in this application meets all the requirements stated in these certified assurances for the Domestic Abuse and/or Sexual Abuse state funds and that the program will comply with all applicable state laws and regulations.

Crisis Intervention Service
Program Name

Molly Knoll
Signature of Authorized Representative

2/19/13
Date

Molly Knoll
Typed Name of Authorized Representative

Board President
Title of Authorized Representative

[REDACTED]
Email Address of Authorized Representative

[REDACTED]
Telephone Number of Authorized

Mary J. Ingham
Program Director Signature

2/19/2013
Date

Mary J. Ingham
Typed Name of Program Director

Executive Director
Title of Program Director

[REDACTED]
Email Address of Program Director

[REDACTED]
Telephone Number of Program Director

Updated December 28, 2012



U.S. DEPARTMENT OF JUSTICE
OFFICE OF JUSTICE PROGRAMS
OFFICE OF THE COMPTROLLER

**Certification Regarding
Debarment, Suspension, Ineligibility and Voluntary Exclusion
Lower Tier Covered Transactions
(Sub-Recipient)**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 28 CFR Part 67, Section 67.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 *Federal Register* (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS)

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department of agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Molly Knoll, Board President

Name and Title of Authorized Representative

Molly Knoll

Signature of Authorized Representative

2/19/13

Date

Crisis Intervention Service

Name of Program

P.O. Box 656, Mason City, Iowa 50402-0656

Address of Program

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposes," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled, "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transaction," without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of reports in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which does a prudent person in the ordinary course of business dealings normally possess.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntary excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

Public Law 103-227, Part C Environmental Tobacco Smoke, also known as the Pro-Children Act of 1994 (Act) or any updates, requires that smoking not be permitted in any portion of any indoor routinely owned or regularly used for the provision of health, day care, education, or library services to children under the age of 18, if the services are funded by Federal programs either directly or through State or local governments. Federal program include grants, cooperative agreements, loans and loan guarantees, and contracts. The law does not apply to children's services provided in private residences, facilities funded solely by Medicare or Medicaid funds, and portions or facilities and used for inpatient drug and alcohol treatment.

Failure to comply with the provisions of the law may result in the imposition of a civil monetary penalty of up to \$1000 per day. By signing and submitting this assurance the funded program certifies that it will comply with the requirements of the Act. The funded program further agrees that it will require the language of this certification be included in any sub-awards which contain provisions for the children's services and that all funded programs shall certify accordingly.

Crisis Intervention Service

Program Name

Molly Knoll

Signature of Authorized Representative

2/19/13

Date

Molly Knoll

Typed Name of Authorized Representative

Board President

Title of Authorized Representative

[REDACTED]

Email Address of Authorized Representative

[REDACTED]

Telephone Number of Authorized Representative

Mary J. Ingham

Program Director Signature

2/19/2013

Date

Mary J. Ingham

Typed Name of Program Director

Executive Director

Title of Program Director

Mary J. Ingham

Email Address of Program Director

[REDACTED]

Telephone Number of Program Director

CERTIFICATIONS REGARDING LOBBYING AND DRUG-FREE WORKPLACE

The program assures and certifies that:

They comply with certification requirements under 28 CFR Part 69, New Restrictions on Lobbying and 28 CFR Part 67, Government-wide Requirements for Drug-Free Workplace (Grants). See below for the specifics regarding both of these certifications.

1. LOBBYING

As required by Section 1352, Title 31 of the U.S. Code, and implemented at 28 CFR Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 CFR Part 69, the applicant certifies that:

(a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;

(b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure of Lobbying Activities," in accordance with its instructions;

(c) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all subrecipients shall certify and disclose accordingly.

3. DRUG-FREE WORKPLACE (PROGRAMS OTHER THAN INDIVIDUALS)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 CFR Part 67, Subpart F, for programs, as defined at 28 CFR Part 67 Sections 67.615 and 67.620—

A. The applicant certifies that it will or will continue to provide a drug-free workplace by:

(a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the program's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

(b) Establishing an on-going drug-free awareness program to inform employees about—

- (1) The dangers of drug abuse in the workplace;
- (2) The program's policy of maintaining a drug-free workplace;
- (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
- (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

(c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will—

(1) Abide by the terms of the statement; and

(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

(e) Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to: Department of Justice, Office of Justice Programs, ATTN: Control Desk, 633 Indiana Avenue, N.W., Washington, D.C. 20531. Notice shall include the identification number(s) of each affected grant;

(f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—

(1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

(g) Making a good faith effort to continue to maintain a drugfree workplace through implementation of paragraphs (a), (b), (c), (d), (e), and (f).

B. The program may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code) Check if there are workplaces on file that are not identified here. Section 67, 630 of the regulations provides that a program that is a State may elect to make one certification in each Federal fiscal year. A copy of which should be included with each application for Department of Justice funding. States and State agencies may elect to use OJP Form 4061/7.

DRUG-FREE WORKPLACE (PROGRAMS WHO ARE INDIVIDUALS)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 CFR Part 67, Subpart F, for programs, as defined at 28 CFR Part 67; Sections 67.615 and 67.620 – A. As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within 10 calendar days of the conviction, to: Department of Justice, Office of Justice Programs, ATTN: Control Desk, 633 Indiana Avenue, N.W., Washington, D.C. 20531.

**LOBBYING AND DRUG-FREE WORKPLACE
CERTIFIED ASSURANCES**

I certify that the program receiving grant funds meets all Lobbying and Drug-Free Workplace requirements.

Crisis Intervention Service

Program Name

Molly Knoll

Signature of Authorized Representative

2/19/13


Date

Molly Knoll

Typed Name of Authorized Representative

Board President

Title of Authorized Representative


Email Address of Authorized Representative


Telephone Number of Authorized Representative

Mary J. Ingham

Program Director Signature

2/19/2013


Date


Mary J. Ingham

Typed Name of Program Director

Executive Director

Title of Program Director


Email Address of Program Director


Telephone Number of Program Director

Minority Impact Statement

Pursuant to Iowa Code Section 8.11, all grant applications submitted to the State of Iowa shall include a Minority Impact Statement. This is the state's mechanism to require grant applicants to consider the potential impact of the grant project's proposed programs or policies on minority groups.

Please choose the statement(s) that pertains to this grant application. Complete all the information requested for the chosen statement(s).

- The proposed grant project programs or policies could have a disproportionate or unique positive impact on minority persons.

Describe the positive impact expected from this project: This project provides services to victims of domestic violence, which impacts women at a higher rate than males

Indicate which group is impacted:

- Women – who are victimized
- Persons with a Disability
- Blacks
- Latinos
- Asians
- Pacific Islanders
- American Indians
- Alaskan Native Americans
- Other

- The proposed grant project programs or policies could have a disproportionate or unique negative impact on minority persons.

Describe the negative impact expected from this project

Present the rationale for the existence of the proposed program or policy.

Provide evidence of consultation of representatives of the minority groups impacted.

Indicate which group is impacted:

- Women
- Persons with a Disability
- Blacks
- Latinos
- Asians
- Pacific Islanders
- American Indians
- Alaskan Native Americans
- Other

- The proposed grant project programs or policies are not expected to have a disproportionate or unique impact on minority persons.

Present the rationale for determining no impact.

I hereby certify that the information on this form is complete and accurate, to the best of my knowledge:

Name: 

Title: Executive Director

Agency Name: Crisis Intervention Service

“8.11 Grant applications — minority impact statements.

1. Each application for a grant from a state agency shall include a minority impact statement that contains the following information:
 - a. Any disproportionate or unique impact of proposed policies or programs on minority persons in this state.
 - b. A rationale for the existence of programs or policies having an impact on minority persons in this state.
 - c. Evidence of consultation of representatives of minority persons in cases where a policy or program has an identifiable impact on minority persons in this state.
2. For the purposes of this section, the following definitions shall apply:
 - a. “Disability” means the same as provided in section 15.102, subsection 8, paragraph “b”, subparagraph (1).
 - b. “Minority persons” includes individuals who are women, persons with a disability, African Americans, Latinos, Asians or Pacific Islanders, American Indians, and Alaskan Native Americans.
 - c. “State agency” means a department, board, bureau, commission, or other agency or authority of the state of Iowa.
3. The office of grants enterprise management shall create and distribute a minority impact statement form for state agencies and ensure its inclusion with applications for grants.
4. The directives of this section shall be carried out to the extent consistent with federal law.
5. The minority impact statement shall be used for informational purposes.”

2008 Acts, ch 1095, §3, 4; 2009 Acts, ch 41, §6