


Region #3


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:	Cedar Valley Friends of the Family
Agency Acronym:	CVFF
Authorized Representative Name:	Ben Brustkern
Authorized Representative Job Title:	Executive Director
State Vendor ID Number (#):	
Tax ID Number (#):	
DUNS Number (#):	
CCR Registration Updated:	Renewed 11/8/2012
Program Information	
Program Name:	Northeast Iowa Sheltering Services
Program Acronym:	NISS
Program Director:	
Program Address:	V PO Box 784
Program City, State & Zip Code:	Waverly, Iowa 50677
Program Phone Number (#):	
Program Director Email:	
Authorized Representative Name:	Ben Brustkern
Authorized Representative Job Title:	Executive Director

RECEIVED
 10 FEB 23 AM 11:08
 ATTENTION: CRIME VICTIM ASSISTANCE DIVISION

Fund	Request
DA	151,269
FV	151,570
SA	0
SS	0
VA	97,931
VW	0
Total	400,770

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

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

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

	"X"
Northwest (NW) Region #1	
North Central (NC) Region #2	
X 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	0%
Adults Molested as Children	0%
Assault	5%
Child sexual & physical abuse	10%
Domestic abuse	60%
Drunk-Intoxicated Driver Crashes	0%
Elder Abuse	0%
Other Violent Crimes	5%
Robbery	0%
Sexual Abuse Adult	15%
Stalking (includes Harassment)	5%
Survivors of Homicide Program	0%
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): Purpose Area #5

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

- 24-hour hotline services providing crisis intervention services and referral;
 Accompaniment and advocacy through medical, criminal justice, and social support systems,
 including medical facilities, police and court proceedings;
 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;
 Information and referral to assist the sexual assault victims and family or household members;
 Community-based, linguistically and culturally specific services and support mechanisms,
 including outreach activities for underserved communities;
 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	20	Executive Director		24,270					24,270
40	40	Crisis Services Director	12,000	22,000			2,000		36,000
40	20	Admin. Services Director		24,205					24,205
40	20	Admin. Services Assistant		13,705					13,705
40	20	Housing Director		8,000					8,000
40	20	Grant/Resource Development	5,000	15,000					20,000
40	90	Court/Medical Advocate	12,000	7,783			8,000		27,783
40	10	Volunteer Coordinator		7,000			6,300		13,300
40	90	Shelter Services Coordinator	11,130	8,130			9,000		28,260
40	80	Child Advocate	23,500				3,500		27,000
40	80	Mobile Case Manager	23,500				3,500		27,000
									-
40	90	Full Time Shelter Advocate	3,500						3,500
28	90	Part Time Shelter Advocate	3,500						3,500
28	90	Prime Time Shelter Advocate	3,500						3,500
16	90	Part Time Shelter Advocate	3,500						3,500
16	90	Part Time Shelter Advocate	3,500						3,500
									-
									-
									-
									-
		Payroll:	104,630	130,093	-	-	32,300	-	267,023
		Benefits:	14,648	20,926			4,786		40,360
		Travel & Training:	1,500				12,952		14,452
		Contracted Services:	2,000				2,000		4,000
		Equipment:	1,000	551			449		2,000
		Repairs & Maintenance:					3,500		3,500
		Rent:	2,800				7,600		10,400
		Utilities:					4,500		4,500
		Communications:					3,000		3,000
		Supplies:	3,520						3,520
		Insurance:					7,934		7,934
		Other Direct - Emergency Shelter:	5,000				18,160		23,160
		Other Direct:	16,171				750		16,921
		TOTAL:	151,269	151,570	-	-	97,931	-	400,770

EXPENSE DETAIL DESCRIPTION/SUMMARY

State Domestic Abuse (DA)		
Expense Type	Expense Amount	Description
Payroll	104,630	11 Employee Salaries/Wages
Benefits	14,648	Taxes, Health Insurance, 3% match retirement
Travel & Training	1,500	Training for maintaining certification
Contracted Services	2,000	Audit and website
Equipment	1,000	Computers for new staff
Repairs & Maintenance	-	
Rent	2,800	Rent for outreach office in Cedar Rapids, Waterloo
Utilities	-	
Communications	-	
Supplies	3,520	Paper, general office supplies, etc
Insurance	-	
Other Direct: Emergency Shelter	5,000	Hotel/Motel stay, rapid rehousing funds
Other Direct	16,171	Brochures, stationary, advertising new services
Total	151,269	

Federal Family Violence Prevention & Services Act (FV or FVPSA)		
Expense Type	Expense Amount	Description
Payroll	130,093	9 Employee salaries/wages
Benefits	20,926	Taxes, health insurance, 3% match retirement
Travel & Training	-	
Contracted Services	-	
Equipment	551	Laptop for mobile caseworker
Repairs & Maintenance	-	
Rent	-	
Utilities	-	
Communications	-	
Supplies	-	
Insurance	-	
Other Direct: Emergency Shelter	-	
Other Direct	-	
Total	151,570	

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	32,300	6 Employee salaries/wages
Benefits	4,786	Taxes, health insurance, 3% match retirement
Travel & Training	12,952	Training for cert., mileage @.39 training/outreach
Contracted Services	2,000	Audit, website, contracted computer services
Equipment	449	Computer for new staff
Repairs & Maintenance	3,500	Maintenance for shelter building
Rent	7,600	Rent outreach office in Cedar Rapids & Waterloo
Utilities	4,500	1/3 util. CVFF shelter Waverly & Waterloo office
Communications	3,000	Telephone (crisis line) internet, cell phones
Supplies	-	
Insurance	7,934	Liability, professional, rental, property
Other Direct: Emergency Shelter	18,160	Rapid rehousing, hotel/motel vouchers
Other Direct	750	Advertising
<i>Total</i>	<i>97,931</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
Direct service volunteers (\$21.79 per hour)	24,483
Total	24,483

VA Request: 97,931
 VA Match: 24,483
 VA Remaining: (0.25)

FV

Match Revenue Source	Match Revenue Amount
DA grant	32,913
Indirect service volunteers (\$21.79 per hour)	4,980
Total	37,893

FV Request: 151,570
 FV Match: 37,893
 FV Remaining: (0.50)

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	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		40	16	Executive Director	61,800			1	Y	Y	40
N		40	36	Crisis Services Director	39,000				Y	Y	60
N		40	20	Admin. Services Director	48,410				Y	Y	10
N		40	20	Admin. Services Assistant	27,765	0	0		Y	N	0
N		40		Housing Director	39,000			1	Y	Y	0
Y		40	20	Grant/Resource Development	40,000				Y	N	0
N		40	36	Court/Medical Advocate	30,870				N	N	0
Y	Contracted Service	40	13	Volunteer Coordinator	13,300				N	N	0
N		40	36	Shelter Services Coordinator	31,400				N	N	0
Y		40		Child Advocate	30,000				N	N	0
Y		40		Mobile Case Manager	30,000				N	N	0
N		40	36	Full Time Shelter Advocate	22,880				N	N	0
N		28	25	Part Time Shelter Advocate	14,560				N	N	0
N		28	25	Prime Time Shelter Advocate	14,560				N	N	0
N		16	14	Part Time Shelter Advocate	8,320				N	N	0
N		16	14	Part Time Shelter Advocate	8,320				N	N	0

Complete Program Budget

Expense Type	Complete Program Budget										Total			
	DA	FV	SA	SASP	VOCA	VAWA	RPE	HSOG	City	County		United Way	Donations & Fundraising	Other
Executive Director	-	24,270	-	-	-	-	-	-	-	-	-	-	-	24,270
Crisis Services Direct	12,000	22,000	-	-	2,000	-	-	-	-	-	-	-	-	36,000
Admin. Services Dire	-	24,205	-	-	-	-	-	-	-	-	-	-	-	24,205
Admin. Services Assi	-	13,705	-	-	-	-	-	-	-	-	-	-	-	13,705
Housing Director	-	8,000	-	-	-	-	-	-	-	-	-	-	-	8,000
Grant/Resource Deve	5,000	15,000	-	-	-	-	-	-	-	-	-	-	-	20,000
Court/Medical Advoc	12,000	7,783	-	-	8,000	-	-	-	-	-	-	-	-	27,783
Volunteer Coordinato	-	7,000	-	-	6,300	-	-	-	-	-	-	-	-	13,300
Shelter Services Coord	11,130	8,130	-	-	9,000	-	-	-	-	-	-	-	-	28,260
Child Advocate	23,500	-	-	-	3,500	-	-	-	-	-	-	-	-	27,000
Mobile Case Manager	23,500	-	-	-	3,500	-	-	-	-	-	-	-	-	27,000
Full Time Shelter Adv	-	-	-	-	-	-	-	13,000	-	-	4,092	-	2,288	22,880
Part Time Shelter Adv	3,500	-	-	-	-	-	-	3,000	-	6,604	-	-	1,456	14,560
Prime Time Shelter A	3,500	-	-	-	-	-	-	2,000	-	2,000	-	-	7,060	14,560
Part Time Shelter Adv	3,500	-	-	-	-	-	-	2,000	-	2,000	-	-	820	8,320
Part Time Shelter Adv	3,500	-	-	-	-	-	-	1,400	-	1,500	-	-	1,920	8,320
Total Payroll	104,630	130,093	-	-	32,300	-	-	21,400	-	16,196	-	-	13,544	318,163
Benefits	14,648	20,926	-	-	4,786	-	-	2,600	-	1,804	-	-	1,333	46,097
Travel & Training	1,500	-	-	-	12,952	-	-	-	-	-	1,000	-	-	15,452
Contracted Svc	2,000	-	-	-	2,000	-	-	-	-	-	-	-	1,000	5,000
Equipment	1,000	551	-	-	449	-	-	-	-	-	1,000	-	-	3,000
Repairs & Maint.	-	-	-	-	3,500	-	-	-	-	500	-	-	-	4,000
Rent	2,800	-	-	-	7,600	-	-	-	-	500	-	-	-	10,900
Utilities	-	-	-	-	4,500	-	-	-	-	500	-	-	-	5,000
Communications	-	-	-	-	3,000	-	-	-	-	1,000	-	-	123	4,000
Supplies	3,520	-	-	-	-	-	-	-	-	-	-	-	-	3,643
Insurance	-	-	-	-	7,934	-	-	-	-	500	-	-	2,000	10,434
Other Direct:	5,000	-	-	-	18,160	-	-	-	-	-	5,000	-	-	23,160
Emergency Shelter	16,171	-	-	-	750	-	-	-	-	-	-	-	-	21,921
Total Expenses	151,269	151,570	-	-	97,931	-	-	24,000	-	18,000	10,000	18,000	18,000	470,770

Financial Questions:

1. Do you have a reserve fund? If yes, how much is your reserve fund?
Designated Savings: \$112,983.86 Undesignated Savings: \$41,327.60
2. What are your total assets? \$805,699.00
3. What are your total liabilities? \$11,471.00
4. Explain any restrictions on the use of your reserve funds or net assets. (What are your restrictions and who oversees the use of these funds?) Designated savings funds are for shelter and client-related expenses such as new appliances, heating/cooling equipment, etc. The undesignated savings are for miscellaneous expenses, such as training, travel, and client needs/expenses that cannot be paid for through any grant source. The Executive Director and Administrative Services Director oversee the use of these funds.
5. What is the amount of your current monthly operating expenses excluding depreciation?
Payroll & taxes (average per month): \$19,797.17
All other expenses (average per month): \$8,126.41
TOTAL: \$27,923.58
6. What is the amount of your anticipated monthly operating expenses excluding depreciation?
\$33,397.50

Audit Questions:

1. When was your last audit completed? January 2012
2. Have you submitted a copy of your most recent audit? Yes, it has been submitted.
3. Did you have an A-133 or Yellow Book audit conducted in accordance with federal regulations for the most recent fiscal year? If you did not have an A-133 or Yellow Book audit conducted, please explain why.

The audit conducted was Yellow Book

4. Were there any audit findings on your last three years of audits? Yes
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?

2009 – 2010

Finding: Segregation of Duties

Due to our small amount of full-time employees, the same employees do multiple duties when it comes to handling funds and invoices. We continue to review procedures and make changes to improve internal control.

2010 – 2011

Finding: Segregation of Duties

Due to our small amount of full-time employees, the same employees do multiple duties when it comes to handling funds and invoices. We continue to review procedures and make changes to improve internal control.

Finding: Disbursement Approval

Accounts payable were paid with approval on the checks, but without approval on the invoices. CVFF adjusted procedures to ensure all invoices are approved before they are paid.

2011 – 2012

Finding: Segregation of Duties

Due to our small amount of full-time employees, the same employees do multiple duties when it comes to handling funds and invoices. We continue to review procedures and make changes to improve internal control.

Fundraising, Contributions, and Donations Questions:

1. Provide a summary of all of your fundraising events for the last two years. (Include name of the event, description of the event, amount raised, and profit of fundraising).

Event: Mother's Day Tea

Description: In May CVFF holds an annual mailing fundraiser. A "non-event" invitation is sent out describing what the Mother's Day Tea event would be like if we were to hold one. Rather than coming to the fundraiser, donations are requested and then mailed back to CVFF. We have had huge success with this fundraiser as it requires little time and the main costs are printing and mailing materials.

Amount Raised in May 2011 and 2012: \$9,015.00

Profit in May 2011 and 2012: \$8,207.00

Event: Lunch on the Bridge

Description: Each September CVFF makes sack lunches available for purchase for the price of \$7.00. The event is held on the bridge over the Cedar River in Waverly on a Friday. The Waverly Middle School Orchestra plays music while guests eat their lunch and socialize on the bridge. Each year, local businesses order large amounts of lunches for their employees, which we can deliver to them upon request.

Amount Raised in September 2011 and 2012: \$10,704.00

Profit in September 2011 and 2012: \$7,774.00

Event: An Artistic Affair

Description: In November, CVFF auctions art which is donated by local artists, individuals, and businesses at Centennial Oaks Golf Club in Waverly. With the purchase of a \$25 ticket, guests receive free wine and hors d'oeuvres, live artistic entertainment, and a bidder number to access all silent and live auction pieces. A local florist donates the centerpieces each year and CVFF's board of directors assist with planning, including soliciting sponsors and artists, and hosting the event.

Amount Raised in November 2011 and 2012: \$66,862.00

Profit in November 2011 and 2012: \$57,895.00

Event: Sexual Assault Awareness Run

Description: In April 2012, CVFF hosted its first 5k at the Wartburg Cross Country course. Timers, Gators, and food and beverages were donated which helped keep costs low. Registrants paid \$15 and received a T-shirt, bag, and runner's number. Following the event, prizes were awarded to the winners of each age group. Despite cold and rainy weather, we had a great turn-out for our first 5k, and are excited to hold the event again this April.

Amount Raised in April 2012: \$1,380.00

Profit in April 2012: \$549.68

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

Mother's Day Tea – May

Lunch on the Bridge – September

An Artistic Affair – November

SA Awareness Run – April

3. What was the contribution revenue for the last 2 years?

Cash donations - \$342,779.22

Endowment – \$525.00

In-kind donation - \$200,000.00

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

Cash donations - \$175,000.00

Endowment - \$50,000.00

In-kind donation - \$ 100,000.00

Program Narrative

I. Program/Agency Administration (see Appendix A: Organizational Chart)

Mission and History: The mission of Cedar Valley Friends of the Family is to “provide safe shelter, confidential support, and housing assistance to individuals and families in crisis due to homelessness, domestic violence, and sexual assault. Through prevention education and community engagement we seek a future free of violence and homelessness.” CVFF’s three tiers, prevention education, homeless programs, and domestic violence/sexual assault advocacy services complement one another to make our agency’s vision at the forefront of all that we do.

Cedar Valley Friends of the Family (CVFF) is in its 21st year of operation. In 1992 Church Women United gathered to provide victim services to the people of Bremer and Butler counties. By 1996 CVFF had grown to a 3-staff agency, renting office space in Waverly to provide a crisis line, victim advocacy, and sheltering services in local motels. In 1998 CVFF raised \$330,000 to build the Family Crisis Center, which included office space and an 8-bed emergency shelter, “Friends’ House.” In 1999 CVFF opened its first satellite office in Allison to serve Butler County. In 1999 Turning Point Rural Housing Project housed their first client. In the last fiscal year, the program served 24 households; 17 of which had experienced domestic violence resulting in their homelessness.

Friends’ House shelter was constructed in 2000 and the building was paid off that same year. Chickasaw County was added to our service area, and a satellite office was opened in New Hampton. In 2001 CVFF secured prevention funds through Prevent Child Abuse to initiate sexual abuse prevention curriculum “Take Charge of Your Body” in area elementary schools. We have since secured prevention funds to implement various child sexual abuse, teen dating violence, bullying, and rape prevention programming in area schools and athletics teams.

In 2005 Friends’ House in Waverly expanded to include 5 bedrooms for a total of 19 beds, and the administrative offices moved to a separate location in town. Finally, in 2010 the administrative offices were moved back to a newly constructed location adjacent to the Friends’ House shelter, which was funded by Governor Culver’s I-JOB Public Service Shelter Grant. In 2011 CVFF’s Northeast Iowa Permanent Supportive Housing Program was started for homeless families and individuals with disabilities. Today, the program serves 11 previously homeless households, 7 of which were homeless due to domestic violence.

The organizational structure at CVFF is designed to have quality oversight of each program. CVFF currently employs 3 program directors: the Administrative Services Director; the Housing Director; and the Crisis Services Director. We will soon add the Grant and Resource Development Director to the team as well. The management team at CVFF is lead by the Executive Director. Having strong leadership and support for employees at CVFF is one of the agency’s strengths. We know that without that support and a clear vision, staff would be more susceptible to burn-out and job dissatisfaction.

Our name is reflective of those we serve because everyone knows an individual or family who is currently, or has in the past, been affected by violence or homelessness. We are confident in our ability to market our services to Region 3 and that victims of domestic and sexual violence will continue to have access to safe, emergency shelter and support that best fit their needs.

Shelter Logistics: Friends' House was built for the specific purpose of providing safe, confidential space to those fleeing domestic and sexual violence. The building was remodeled in 2010 for increased safety, capacity, and accessibility. Shelter is on one level and living areas are spacious for accessibility purposes. Safe areas during severe weather include the basement and the interior laundry room and bathroom. The shelter facility contains basic living areas including:

- living room with adjacent toy room, television, and computer/internet
- full kitchen with dining area and pantry
- backyard with picnic table, play equipment, and 10-foot secure privacy fence
- garage for hiding up to 2 vehicles
- 2 laundry facilities
- 2 bathrooms, one of which is handicap accessible
- 5 bedrooms with 19 beds and 3 mobile cribs

The office in shelter which houses the night and weekend staff includes camera monitors which provide view of 6 cameras surrounding the building. This camera system has the capability to be zoomed in, as well as the capability to rewind to a certain date and time. Two alarm systems are set during non-business hours for security of all doors and windows. Each entrance into shelter requires that a person enter through two locked and coded doors. In addition to the first locked door, CVFF has a second locked and coded door with a window so that if accidental access is granted into the vestibule, we can get a second look and refuse entrance into shelter if needed.

Each of the five bedrooms in shelter has a coded deadbolt that can be locked and unlocked at the guests' leisure. Each client who enters Friends' House receives a locker to secure valuables, a mailbox, hygiene products, and an unused pillow that is theirs to keep.

CVFF solicits donors to aid in supplying hygiene items, food, pillows, and paper products needed to operate shelter. Additionally, regular volunteers assist with maintenance of the shelter to help keep maintenance costs down. It takes a creative and dedicated group of people to run a shelter, and we are constantly learning innovative ways of achieving clients' safety and self-sufficiency while reducing the resources needed to operate.

Advocates' offices are located directly in the shelter, offering supportive and accessible case management to each family/individual. We have a team that is extremely skilled at balancing client needs, professional duties, and community engagement efforts all while working within the hustle and bustle of a busy shelter. Offices include 3 occupied by full-time advocates, one

which houses the night and weekend advocates, and one occupied by the Crisis Services Director. Each office provides a welcoming and confidential environment to clients.

Our adjacent administrative office houses the Executive Director, Administrative Services Director, Administrative Assistant, Housing Director, and 3 Housing Team Caseworkers. Having the administrative office adjacent to the advocates' offices and shelter has built a strong team atmosphere, smooth referrals to both housing programs, and a productive work flow.

Board Make-up: Our board is made up of interested community members with a variety of experiences (See Appendix D1: List of Board Members). Board members' experiences include finance, social work, law enforcement, business management, and more. The board assists with annual fundraisers and often hosts activities to show staff appreciation. CVFF continues to recruit and engage board members who are reflective of various interests and backgrounds. We understand that maintaining a board which goes beyond their obligations in a variety of ways, including gaining community support is an instrumental part of building a sustainable agency.

Service Area: Friends' House, is located in Bremer County. (See Service Area Map). The charts below outline the demographics of Region 3, based on most recent census which was conducted in 2010, unless otherwise noted.

(Population Summary)

Counties	Allamakee	Benton	Black Hawk	Bremer	Buchanan	Chickasaw	Clayton
Population	14,330	26,076	131,090	24,276	20,958	12,439	18,129
Area/Miles ²	639.08	716.27	565.77	435.48	571.02	504.38	778.54
Pop Density /Miles ²	22.4	36.4	231.7	55.7	36.7	24.7	23.3
Counties	Delaware	Dubuque	Fayette	Howard	Jones	Linn	Winneshiiek
Population	17,764	93,653	20,880	9,566	20,638	211,226	21,056
Area/Miles ²	577.76	608.31	730.81	473.25	575.62	716.88	689.87
Pop Density /Miles ²	30.7	154.0	28.6	20.2	35.9	294.6	30.5

As shown above, Linn County has both the highest population and highest population density. Black Hawk County has the second highest population and population density, followed by Dubuque County. CVFF makes it a priority to have various sheltering options for victims in/around these areas and to understand how each community's support systems operate.

Clayton County is the largest in terms of area, followed by Fayette, Linn, Benton, and Winneshiiek. With the exception of Linn County, those which have highest areas are also some of the region's most rural counties with low population densities. CVFF acknowledges the different strengths and qualities of rural and urban communities. Accessibility and sheltering needs will look differently for victims and survivors partly based on the community in which they reside.

(Race and Ethnicity)

Counties	Allamakee	Benton	Black Hawk	Bremer	Buchanan	Chickasaw	Clayton
White	97.1%	98.1%	87.1%	97.3%	98%	98.6%	98.3%
African American	1.0%	0.4%	8.8%	0.8%	0.4%	0.5%	0.5%

Asian	0.3%	0.3%	1.5%	0.8%	0.4%	0.1%	0.2%
Native American	0.7%	0.2%	0.4%	0.1%	0.2%	0.1%	0.1%
Pacific Islander	0.3%	0%	0.2%	0%	0%	0%	0.1%
Multiracial	0.5%	0.9%	2.1%	0.9%	1%	0.4%	0.7%
Hispanic/ Latino	5.7%	1.1%	3.9%	1.2%	1.2%	2.4%	1.8%
Counties	Delaware	Dubuque	Fayette	Howard	Jones	Linn	Winneshiek
White	98.6%	94.5%	97.3%	98.4%	96.5%	91.4%	97.3%
African American	0.4%	2.7%	1.0%	0.3%	2.1%	4.1%	0.7%
Asian	0.3%	1.1%	0.6%	0.3%	0.4%	1.9%	1.2%
Native American	0.1%	0.2%	0.1%	0.1%	0.3%	0.3%	0.1%
Pacific Islander	0%	0.3%	0.1%	0.1%	0%	0.1%	0%
Multiracial	0.6%	1.2%	0.9%	0.8%	0.6%	2.2%	0.7%
Hispanic /Latino	0.9%	2.0%	2.0%	1.3%	1.4%	2.8%	2.1%

As shown above, Black Hawk and Linn Counties have the largest percentage of African American population while Allamakee, Black Hawk, and Linn Counties have the highest percentage of Hispanic/Latino population. These figures aid us in knowing how to adjust outreach strategies to certain areas of the region. We believe that each community's residents are experts in their own lives and partnerships will be necessary to reach certain populations.

(Socio-economic variables)

Counties	Allamakee	Benton	Black Hawk	Bremer	Buchanan	Chickasaw	Clayton
Median Household Income	47,096	55,810	44,567	58,372	54,879	42,098	46,644
Population below poverty line	11.1%	6.8%	17.10%	7.70%	10.20%	9.20%	13.40%
Unemployment (12/2012 Iowa Workforce Dev.)	7.3%	5.2%	5.5%	3.9%	5.3%	5%	6.3%
IA DHS 2011 Assessed Reports of Child Abuse/Neglect	147	234	1613	126	172	109	110
Counties	Delaware	Dubuque	Fayette	Howard	Jones	Linn	Winneshiek
Median Household Income	49,375	49,663	42,108	45,682	50,745	55,666	52,042
Population below poverty line	8.30%	9.30%	11.70%	10.60%	7.40%	9.90%	9.20%
Unemployment (12/2012 Iowa Workforce Dev.)	4.5%	4.8%	5.9%	5%	6%	5.3%	5.2%
IA DHS 2011 Assessed Reports of Child Abuse/ Neglect	126	945	238	95	224	2016	89

Chickasaw, Fayette, and Black Hawk Counties have the lowest median household income while Bremer, Benton, and Linn have the highest. Linn, Black Hawk, and Dubuque Counties have the highest number of assessed reports of child abuse/neglect. Black Hawk, Clayton, and Fayette Counties have the highest rates of poverty in the Northeast Region #3.

Bremer County has the lowest unemployment rates while Allamakee has the highest. Recent layoffs from Iowa Beef Products, Inc. and Hostess in Waterloo will contribute to the struggles of families in that area. Our participation in the Black Hawk County Local Homeless Coordinating Board will assure that we assist in addressing the housing needs of those in that community.

Barriers that victims and survivors face in Northeast Iowa include a lack of transportation, specifically in rural communities; lack of affordable housing and rental assistance programs; and the spread out availability of community resources. We believe that the regionalization of services can be a critical step to reducing housing barriers and can lead the way for other service providers to do the same.

Volunteer Program: CVFF has contracted with Riverview Center to employ a regional Volunteer Coordinator which will take the lead in recruiting, training, and coordinating the experiences of regional victim service volunteers (See Appendix F: Subcontract). Helping Services for Northeast Iowa has also contracted with Riverview Center for the services of the Volunteer Coordinator. Each of the three agencies will support the regional Volunteer Coordinator in the recruitment and training of volunteers. This will include utilizing and expanding the current volunteer pools and recruiting methods that have worked for each program in the past. Each of the 3 contracting programs has agreed that monthly communication will occur between program directors and the Volunteer Coordinator, either via conference call or a web-based call such as Skype.

Volunteers will be recruited from every corner of Region 3 to play a role in delivering services to victims of violence. One population from which Region 3's Volunteer Coordinator will draw support is the group of first responders in the region. There are currently about 2,295 professional emergency first responders in Northeast Iowa's Region 3. We estimate that 5% will agree to take the advocacy training, and that this will provide us with roughly 115 volunteers to participate in on-call emergency response. Having first responders support our region's efforts to provide comprehensive services to victims of violence will create valuable efficiencies and reduce the burnout of victim advocates across the region.

Volunteers will be offered a variety of opportunities, ranging from participating in on-call emergency response, providing transportation, or working shifts in the 24-hour Friends' House shelter. The regional recruitment of volunteers will assure that prospective volunteers have the choice of what type of work they are comfortable doing. CVFF direct service volunteers report to the Crisis Services Director and are utilized in a variety of ways, including:

- providing daycare during support groups
- providing transportation for clients to appointments or to relocate
- staffing the 24/7 emergency shelter and crisis line
- and covering shelter and crisis line during staff retreats and meetings

Currently, shelter and crisis line volunteers who work shifts outside of business hours are there alone; however, the reorganization of the shelter and crisis line schedule will assure that volunteers work alongside another volunteer or paid advocate at all times. This procedure change will not only assure complete coverage of the shelter and crisis line, but will also provide volunteers with extra support and guidance.

Staffing: At CVFF we employ staff with a wide variety of experiences and perspectives. Our advocates have achieved certifications in various topics and perspectives. CVFF will continue to seek employees with professional backgrounds in various settings and with various populations. (See Appendices E1-E14: Job Descriptions). CVFF utilizes its core values to encourage employee behaviors and habits that support the mission and vision of the agency. Employees are rewarded for going above and beyond to demonstrate these values. Our 7 core values are:

- Deliver the best client services
- Teamwork
- Embrace and drive change
- Pursue growth and learning
- Open and honest communication
- Do more with less
- Be humble

The current Executive Director (Appendix E1) has been in place since May 2011 and has been with Cedar Valley Friends of the Family for 11 years. Duties include supporting program directors, gaining community support, and overseeing the implementation of the agency's mission and vision.

The Administrative Services Director (Appendix E2) has been employed with CVFF since 2002. This position's main duties include the coordination of the agency's indirect service volunteers, budget/payroll operations, and agency event coordination. This position supervises the Administrative Assistant (Appendix E3), which is responsible for assisting with payroll and donations, assisting with fundraising, and greeting clients and donors, among other duties.

The Housing Director (Appendix E4) has been with the agency since October 2011 and has extensive history in working with the homeless and youth. The Housing Director oversees the Turning Point Rural Housing Project and its two case workers, as well as the Northeast Iowa Permanent Supportive Housing Program and its caseworker. The Housing Director participates on CVFF's management team and assures that the procedures and goals of the housing programs are implemented.

CVFF's Crisis Services Director (Appendix E5) has been with the agency since June of 2011 and has an employment and educational background in social work. The Crisis Services Director oversees prevention programs, advocacy services, the 24-hour safe shelter, the 24-hour crisis line, and all staff and volunteers who implement the program. The Crisis Services Director participates in the management team and assures that best practices are followed for the provision of quality sheltering and advocacy services.

CVFF currently staffs a part-time Grant Funds Coordinator. Upon receipt of CVAD funding for this cycle, CVFF will employ a full-time salaried Grant and Resource Development Director (Appendix E6). This person's duties will include participation in the management team to direct and lead the agency; researching and following up with grant opportunities in the 14-county region; and guiding the agency toward its financial and sustainability goals.

In preparation for this year's transition, the Crisis Services Director has already begun shifting the duties and the advocacy style of shelter advocates. We utilize a case management approach to serving shelter guests so as to assure that goals are set and clients are supported in achieving those goals. Currently, the Court/Medical Advocate and the Shelter Coordinator are responsible for lead case management in shelter. Once the Child Advocate is hired and trained, this position will also manage client caseloads in Friends' House.

Our current Prevention Education Coordinator serves as a part-time Child Advocate and we are confident that completely removing prevention from shelter and employing a full-time Child Advocate will better fit the needs of the children affected by violence. The Child Advocate (Appendix E7) will work from 10am-6:30pm Monday through Friday so there is time to have contact with children after school. The Child Advocate will need to be recruited, hired, and trained, but the start date is flexible while we transition the Prevention Education Coordinator out of shelter this summer.

We already employ the Court/Medical Advocate (Appendix E8) whose duties will remain much the same, managing client caseloads in Friends' House and providing support in the civil/legal and medical settings. The Court/Medical advocate has background and education in the criminal justice field. Both the Child Advocate and Court/Medical advocate participate in the on-call rotation for additional support to evening and weekend advocates in Friends' House.

Our Sheltering Services Coordinator (Appendix E9) is responsible for the day-to-day operation and of Friends' House, assuring accurate documentation and monthly reporting, as well as managing client caseloads. This position will remain much the same and can be flexible to include housing needs' assessment and case management throughout the region as we transition and identify further needs in services. The Sheltering Services Coordinator participates in the on-call rotation for additional support to evening and weekend advocates in Friends' House.

CVFF will employ a Mobile Case Manager (Appendix E10) to coordinate case management services for sheltered victims across the region. They will connect clients with their community's resources to achieve safe and stable housing. The Mobile Case Manager will need to be recruited, hired, and trained. We anticipate promoting from within or from another victim service organization as we prefer at least one year of advocacy experience for this position which operates independently in the community. The Mobile Case Manager will participate in the on-call rotation for additional support to evening and weekend advocates in Friends' House.

During the evening and weekend hours the shelter and crisis line will be staffed using part-time (Appendix E11), full-time (Appendix E12), and volunteer advocates (Appendix E13), with 2-3 advocates during the busy 4pm-10pm time. During the overnight hours, CVFF employs one full-time overnight advocate and one part-time overnight advocate which work from 12am-8am. Currently, the shelter and crisis line schedule has been compiled based on staff and volunteers' scattered availability. CVFF has identified a new staffing pattern that will strengthen the

consistency and quality of services provided to shelter guests and crisis callers during the evenings and weekends. The shelter and crisis line will be staffed utilizing a 2/2/3 schedule, which will employ two regular part-time advocates working 4pm-midnight on alternating nights. Additional part-time and volunteer advocates will be utilized to fill gaps in the schedule.

We recently added a non-CVAD funded Americorps member to our team whose job duties include providing financial literacy training to clients as well as working on housing and economic justice issues in our area. Once the time commitment of this position ends in December, we would like to transition it into further housing and economic justice advocacy to support both the sheltering and housing programs.

All crisis services staff and volunteers are provided the 24-hour advocacy training prior to working with clients or answering the crisis line. All full-time salaried advocates, including the Crisis Services Director, are required to achieve and maintain Advanced Sexual Abuse Counselor Certification as well as Certified Domestic Abuse Advocate status. The program is managed and supervised by the Crisis Services Director which also participates in the on-call rotation. This position is housed directly in shelter and adjusts their schedule to include supervision and coaching of all paid and volunteer advocates.

Salary ranges:

Highest paid salaried position: Executive Director at \$61,800 annually (40% CVAD)

Highest paid salaried advocate: Sheltering Services Coordinator at \$32,500 annual (90% CVAD)

Lowest paid salaried position: Administrative Assistant at \$27,765 annual (50% CVAD)

Lowest paid salaried advocate: Court/Medical Advocate at \$30,870 annual (90% CVAD)

Highest paid hourly position: Full-time Night Advocate at \$11.00/hour (90% CVAD)

Lowest paid hourly position: Part-time Night Advocate at \$10.00/hour (90% CVAD)

CVFF strives to compensate employees fairly to reduce burn-out and turnover. CVFF offers a generous benefits package which includes paid sick/vacation, paid holidays, flex time, birthdays off, and bonus days off. Over the past 2 years CVFF has undergone some challenging yet necessary changes as our turnover rate has been around 28 percent. The reasons for this are varying: past employees relocated to be near family; and past part-time night advocates have graduated college and obtained full-time employment. While it took significant amounts of time to hire and train new staff to replace these employees, we have found that the turnover has benefitted the agency. Since implementing a deliberate hiring process we have gained staff members who believe in the mission and core values of the agency. We have also been able to promote from within to fill vacancies with qualified and competent staff. In the past 15 months, we have not had any turnover in the full-time salaried program advocate positions.

CVFF will enter into a subcontract with Riverview Center as described in the "Volunteer Program" section for a Regional Volunteer Coordinator. The job description is attached as Appendix E14 and the contract is attached as Appendix F.

II. Program Services

Plan for outreach to underserved populations: Cedar Valley Friends of the Family (CVFF) continues to seek opportunities in which we can reach underserved populations. Our staff members have a variety of experiences and knowledge that are beneficial to serving many populations. The following are the ways in which services will be accessible, welcoming, and of high professional quality to underserved populations.

Children: CVFF will employ a full-time Child Advocate which will have the skills and training to deliver quality child advocacy services. This staff person will be trained in the Guided Conversations program and will work with non-offending parents to strengthen the parent-child relationship and return a sense of control to that parent. This advocate will also work with children and their parents to develop age-appropriate safety plans and will offer support as they learn to cope with the effects of abuse.

While in shelter, children can experience a variety of emotions and feelings. Oftentimes, mothers do not understand why their children are behaving so differently while in shelter. Advocates are able to explain to them the challenges and stressors that the shelter setting can place on children. Additionally, advocates can communicate the ways in which exposure to violence affects children. Helping mothers understand what their children are experiencing and how they can best support their child through the difficult times is a main priority of CVFF and is reflected in our goal of employing a full-time Child Advocate.

The Child Advocate will also devote time to developing relationships with other community supports for children throughout the Region 3 service area, including social workers, school counselors, after-school programs, in-home service providers, schools' homeless liaisons, and so forth. We believe it is critical that advocates help to build family's support systems so that when they enter into permanent housing, their community supports them, thus reducing their reliance on the support of the sheltering program. The Child Advocate, with the support of all shelter advocates, will continue to coordinate activities for children in shelter such as holiday parties and fun weekend and summer activities.

Incarcerated and formerly incarcerated victims/survivors: Cedar Valley Friends of the Family has developed a Memorandum of Understanding with the First District of the Iowa Department of Corrections to coordinate the provision of quality and accessible sheltering services to victims who are under supervision (See Appendix C1: Memorandum of Understanding). The First District has agreed to have our agency's information available to those with whom they work and that if a victim is in need of emergency safe shelter, they will refer to our services. CVFF acknowledges the unique barriers to safety and housing that those with a criminal history face and we are committed to addressing these barriers in creative ways. Whether it means that we accompany a victim to meet the property owner or write a letter explaining the dynamics of abuse and in what capacity we are supporting the person, CVFF is committed to housing the

toughest to serve victims, which includes those with criminal histories. We will continue to strengthen relationships with corrections for cross-training around the issues of domestic violence and sexual assault and to work together to provide quality and accessible shelter-based services to victims who are currently, or have been in the past, in the correctional system.

Lesbian/Gay/Bisexual/Transgender victims/survivors: Cedar Valley Friends of the Family acknowledges the importance of accessible and welcoming services to those who have experienced intimate partner violence in LGBTQ relationships. CVFF policies are designed to assure that services are welcoming and based on best practices. When a victim seeks emergency shelter, they are asked what gender they consider themselves and are sheltered based on that. If a victim considers himself a male, we will not place him in our traditional Friends' House shelter, but utilize other shelter options such as a hotel/motel or a safe home. Victims are not asked their sexual orientation and shelter room assignments are not made based on the presumption or judgment of their preference. CVFF values the guidance of the Iowa Coalition Against Domestic Violence and the Iowa Coalition Against Sexual Assault regarding best practices related to working with LGBTQ survivors of domestic and sexual violence. CVFF continues to seek training and collaborations which will aid the organization in improving its policies and practices as it relates to LGBTQ survivors of violence.

Special needs populations: Cedar Valley Friends of the Family has worked extremely hard to provide the highest quality service to victims who also have special needs, such as language barriers and disabilities. CVFF maintains relationships with local Spanish and sign language interpreters who have extensive experience in translating confidential and sensitive information. Although some CVFF staff understand some sign language and Spanish, we believe it is critical that each non-English speaking victim have access to a licensed interpreter so that safety, support, and self-determination can be achieved for the client. CVFF has an operating video phone for deaf or hard of hearing guests to utilize at their leisure and materials on sexual and domestic violence available in both Spanish and in Braille.

We have worked closely with the Larrabee Center in Waverly to do cross-training and cross-collaborating for the improved services for those with disabilities. Developing a support system outside the shelter for those with disabilities can be a time-intensive process, but we feel our collaboration with disability support service providers puts us ahead of the game. We feel comfortable asking questions and seeking guidance on ways to connect victims with the valuable community support they deserve. On occasion CVFF has sheltered victims with assistive devices, support staff, or service dogs. Although we feel our shelter itself is extremely accessible, we are still constantly looking for ways to make our facility and services more safe and comfortable for those with disabilities.

We have also networked with Hawkeye Valley's Area Agency on Aging (HVAAA) to get a picture of the needs of the aging population as it relates to advocacy and emergency shelter. CVFF has attached a letter of support to this application from HVAAA which demonstrates our

commitment to advocating for those affected by domestic violence and sexual assault later in life (See Appendix B1: Letter of Support).

CVFF is also committed to making Friends' House shelter as accessible and comfortable as possible. When clients have special dietary needs, religious practices, or hygiene products based on their ethnicity, CVFF advocates assist clients in accessing those needed items. We feel that being a regional shelter will assist us in soliciting these items from donors in the communities we serve. We are excited about the opportunities that this regionalization holds related to strengthening partnerships for victims of abuse who have unique needs and qualities.

Underserved racial populations: Cedar Valley Friends of the Family continues to seek training and networking opportunities that will strengthen our knowledge and ability to effectively support and serve victims from varying racial and ethnic backgrounds. As noted in the demographics section, collaborations with service providers and stakeholders throughout the region will aid us in increasing our knowledge of how to improve services for underserved racial populations.

Over the past several years, specifically following the closure of the emergency safe shelter in Waterloo, CVFF has received an increase in referrals for emergency shelter for Hispanic/Latino and African American victims from Black Hawk County. We continue to successfully assure their safety while providing client-centered case management and quality advocacy services. Our advocates have developed relationships with populations and service providers outside their formal service area to accommodate the needs of all clients who seek safety. We continue to research educational materials for clients who come from varying backgrounds and look forward to the opportunity to learn from the various communities in Region 3 to better serve their needs.

Mental Health and Substance Abuse: CVFF acknowledges the intersection of trauma, mental health, and substance abuse and the challenges victims face when it comes to receiving the quality, effective services needed to address these issues. We have attached a Memorandum of Understanding between CVFF and Catholic Charities (Appendix C2) so that a joint protocol is in place for victims of domestic and sexual violence who may also have mental health needs. Attached as Appendix C3 is another Memorandum of Understanding with the following mental health/substance abuse agencies:

- Northeast Iowa Behavioral Health (Decorah);
- Pathways Behavioral Services (Waterloo);
- Substance Abuse Services Center (Dubuque);
- Foundation 2 (Cedar Rapids);
- Area Substance Abuse Council (Cedar Rapids);
- Abbe Center for Community Mental Health (Cedar Rapids);
- County Social Services (Region 3)

These memorandums demonstrate each partner's commitment to providing appropriate referrals for victims to receive quality mental health/substance abuse services and so that counselors can feel confident to refer their clients to us if emergency safe shelter is needed. In addition to assuring that appropriate supports/services are in place for victims, these partnerships create strong collaborations related to the training of advocates in mental health and substance abuse issues and the training of mental health/substance abuse counselors in the dynamics of domestic and sexual violence.

Knowing that many victims of violence struggle with mental health and substance abuse issues, we are continuously adjusting CVFF's policies and practices to assure that they are trauma-informed and victim-centered. First, case plans are designed to create a rapport and identify if mental health or substance abuse supports would benefit the client. Advocates are versed in ways to offer these supportive services while also respecting the choices of the client.

Second, CVFF has adjusted its policies in recent years to significantly decrease the barriers to obtaining safety for those who struggle with substance abuse or mental illness. Rather than simply exiting a shelter guest who appears intoxicated or has an emotional outburst, advocates engage clients in problem-solving around balancing all clients' safety with the rights and self-determination of each individual client. Advocates talk openly with clients about concerns around substance abuse and mental health. It is ultimately up to the client if they wish to seek the help and advocates are there to offer support and encouragement every step of the way.

Sheltering Sexual Assault Survivors: While the crisis-oriented needs of victims of domestic violence can be time and labor-intensive, we are committed to assuring the accessibility and quality of sheltering services to survivors of sexual violence as well. We continue to market our information and services with other victim service providers, community partners, and the general public so they understand who qualifies for sheltering services. Our strong partnership with Riverview Center in Dubuque will continue to build the support system and sheltering options for survivors of sexual assault in Region 3. Additionally, all full-time salaried advocates at CVFF are required to achieve and maintain their Advanced Sexual Abuse Counselor Certification through Iowa CASA to provide survivors with access to quality sexual assault advocacy services through CVFF.

Ensuring all communities of service area are served: CVFF is dedicated to assuring that all areas of Northeast Iowa's Region 3 are provided sheltering options that fit the client's safety needs. We will do this by utilizing a safety and housing needs' assessment and employing a Mobile Case Manager that can meet with clients throughout the region. The sheltering options throughout the region include, but are not limited to:

- Friends' House safe shelter, Waverly
- YMCA/YWCA shelter, Dubuque (See Appendix C4: Memorandum of Understanding)
- Safe homes throughout rural northeast Iowa

- Hotel/motels scattered throughout the region
- Region-wide rapid re-housing assistance

In CVFF's Memorandum of Understanding with Riverview Center and Helping Services (Appendix C5), they have stated their willingness to allow CVFF's Mobile Case Manager to meet with sheltered clients and those who have emergency housing needs in their office spaces located in Manchester, Decorah, Postville, Dubuque. This collaboration will assure that victims who are housed throughout the region will have access to safe and confidential space to meet with the Mobile Case Manager. Additionally, CVFF's Memorandum of Understanding with the First District Department of Correctional Services outlines the agreement that CVFF can meet with sheltered victims who are under supervision in their office space. CVFF will also be renting office space in Waterloo and Cedar Rapids in order to meet with victims in their communities of residence.

CVFF's Executive Director and Crisis Services Director have met with homeless shelter providers in Cedar Rapids and Waterloo to discuss protocol related to when a guest of theirs may be a victim of domestic or sexual violence. Both the Willis Dady shelter in Cedar Rapids and the Salvation Army Shelter in Waterloo have agreed that they would value having our Mobile Case Manager assist with case management of victims they may come in contact with. They have agreed to offer safe and confidential space for advocates to meet in the event that a victim is housed at their shelters.

Access to shelter services: Assuring clients' access to sheltering services will be a deliberate process. If a victim calls shelter directly, which currently happens and will likely continue to happen, victims' safety will be assessed and supportive options will be offered. CVFF has agreed with Riverview Center and Helping Services that their on-call volunteer advocates will assist with client transportation and access to sheltering services throughout the region. On-call volunteers of those programs will be dispatched by the crisis line worker to coordinate the transport of clients during non-business hours to the emergency shelter site they choose to utilize. If the victim is working with, or phones the comprehensive provider during the day, transportation will be arranged by that provider. Once entered into shelter, CVFF staff will explain sheltering services and a case plan will be developed. All CVFF staff and crisis line workers will be trained in utilizing a housing needs/safety assessment. Based on the client's current living situation, available supports and resources, and goals for permanent housing, options will be offered that support the clients' goals and safety needs.

CVFF recognizes the struggles of many victims/survivors with physical limitations in accessing safe shelters. Although CVFF's Friends' House in Waverly is handicap accessible, many older shelters throughout the region are not, including the YMCA/YWCA shelter in Dubuque and the homeless shelters in Waterloo and Cedar Rapids. CVFF plans to utilize hotel/motel vouchers throughout Region 3 to accommodate victims' safety and accessibility needs.

Sheltering victims in their community of residence: Having a variety of sheltering options throughout the region will require much collaboration and support from all communities in Region 3. Our Memorandum of Understanding with the Dubuque YMCA/YWCA shows our partnership for emergency sheltering services to victims in Dubuque County primarily (See Appendix C4: Memorandum of Understanding). They have agreed to also offer a stay at their safe shelter to victims from other parts of Region 3 when they have room. Both the Dubuque YMCA/YWCA and CVFF have stated the dedication to serving the safety and housing needs of victims of violence in Northeast Iowa and will work together to coordinate the strongest services possible. Both CVFF and the Dubuque YMCA/YWCA acknowledge the challenges associated with providing client safety while demonstrating best practices, and are committed to supporting one another in providing supportive, trauma-informed services which promote client empowerment and self-determination. Having a partnership with the Dubuque YMCA/YWCA to shelter victims from Dubuque County and Region 3 will be a huge support to CVFF as we transition to a regional sheltering model.

In order to shelter victims from the Linn County area, we will utilize the Waypoint homeless shelter's safe room when necessary. We will also utilize hotel/motel vouchering to offer short-term safe sheltering to victims in that community. A goal of the contracted Volunteer Coordinator will be to recruit safe home volunteers throughout the region so as to reduce the resources expended to sheltering victims in Linn County. CVFF's Crisis Services Director and Executive Director have met with the Executive Director of the Willis Dady shelter in Cedar Rapids. Taking the opportunity to get to know the sheltering system in Cedar Rapids has offered us insight into the protocols and strengths of that community. Our attached letter of support from Cedar Rapids Mayor, Ron Corbett, shows our ability to develop relationships and meet the emergency sheltering needs of survivors of violence in Cedar Rapids (See Appendix B2: Letter of Support). We are confident in our ability to enter as a partner in the Cedar Rapids community for the safety and housing needs of victims that reside there.

In rural communities across Northeast Iowa, CVFF will utilize a variety of options which currently exist. Helping Services has agreed to assist in the transitioning of their volunteer-run safe homes in their rural communities to the contracted Volunteer Coordinator. Friends' House in Waverly and hotel/motel vouchering will also be an option we will continue to utilize in rural northeast Iowa.

Victims from Black Hawk County will continue to have the option of receiving sheltering services at Friends' House in Waverly. We also recognize that many women and children who stay at the Salvation Army Shelter in Waterloo may have experienced domestic or sexual violence. Our recent visits and open communication with the staff and management at Salvation Army provided assurance that when they become aware that a shelter guest may be a victim, they will refer to our services. CVFF will then provide the victim with options and support for safety. Hotel/motel vouchering may be an option we utilize in the Waterloo area on a short-term

basis. No matter where a victim is from, we will strive to provide sheltering options that promote their safety and self-sufficiency.

Plan for connecting those who don't qualify for shelter: The safety and needs' assessment will aid advocates in determining if a caller is eligible for sheltering services. We are confident in our abilities to make appropriate referrals to callers on a wide variety of issues. Utilizing online resource guides, such as 211 and "Resources United" will be a big part of how we connect callers to appropriate supports in their community. If someone is homeless or in danger of becoming homeless, they will be referred to local homeless programming and/or financially supportive services aimed at addressing and/or preventing homelessness. If a caller is in need of outreach advocacy, we will explain the services offered by the comprehensive programs and refer them there. Advocates will continue to follow-up with the comprehensive service providers to assure they receive the referrals made.

We realize that the traditional shelter setting and the physical location of Friends' House is not always the most practical and efficient option for victims. We will utilize CVAD funds toward rapid re-housing efforts and hotel/motel stays for victims whose needs may not fit the traditional shelter model. The detailed plan for rapid re-housing and hotel/motel stays are outlined in the "Projections" section of the narrative and are represented in the budget as line item "Other Direct: Emergency Shelter."

Provision of trauma-informed services:

1. **Assessment:** The assessment of the needs of victims who seek shelter services will evolve to include open-ended questions and active listening. We believe clients can articulate what they need for safety without advocates telling them what they should do. Clients will be asked about their situation and what it is that they need most at this time. Clients will be supported in weighing their safety options and in developing an emergency safety plan. The state of Iowa's development of a coordinated assessment tool will be a vital resource from which we will pull ideas and information related to assessing the safety and housing needs of victims in Iowa.
2. **Case Management:** Whether the need(s) of the client include a short-term hotel/motel stay, transportation out of town, community advocacy services, a stay in a safe home, or entering into Friends' House, the client will develop a case plan with their advocate or caseworker. The case plan will include short-term and long-term goals, what strengths and supports the client currently has, and what supports they will need to accomplish their goals.

The case plan is designed to anticipate and address the immediate and long-term needs of the client, while returning the client's sense of safety and control. The staffs responsible for the management of client case plans in Friends' House are the Child Advocate and the Court/Medical Advocate, while the Mobile Case Manager coordinate case plans of those housed throughout the region.

3. Community Organizing: Related to organizing community support for victims, CVFF will continue to engage the community in supporting victims who seek safety and stability. We simply cannot do this work alone. CVFF utilizes a wide variety of relationships and resources to refer clients for long-term support beyond the shelter setting. It is crucial for the stability of victims that a strong support system is in place when they enter into housing in their community of choice. The Waverly community has provided our organization with a tremendous amount of help related to welcoming and supporting clients of Friends' House in integrating into the community. Some examples of support systems that clients have been assisted in accessing include:

- mentoring programs
- support groups/individual counseling
- community newcomer groups
- daycare and after-school activities for children
- employment support
- access to financial aid and continuing education
- supportive/educational programs for new parents
- organized leisure activities
- access to affordable, supportive, or income-based housing
- food assistance (See Appendix B3: Letter of Support)
- reproductive health care (See Appendix C6: Memorandum of Understanding)
- faith communities (See Appendix B4: Letter of Support)

4. Crisis Intervention: Having operated a 19-bed shelter sometimes accommodating up to 25 women and children who are all experiencing unique variations of trauma, we know that crisis intervention and conflict resolution skills are a must. Friends' House is staffed 24/7 with advocates trained in crisis intervention and crisis counseling. This training includes a variety of scenarios and intervention strategies, including those surrounding mental health/substance abuse issues, crisis de-escalation, self-harm, and suicide. Advocates, along with their supervisor, meet regularly to problem-solve and to practice emergency scenarios. Policies and shelter facilities are continuously being updated to maximize safety. In addition to having multiple staff at the shelter, there is always a full-time advocate on-call for further guidance and support.

On the occasion that a serious crisis has arisen that affects the well-being of our staff members; CVFF has offered emergency debriefing services to those staff persons involved in the situation. Staff can meet with the local crisis debriefing team to cope with the secondary trauma they may have experienced as a result of the incident. Staff members report that utilizing this service has helped to reduce their burnout and symptoms of secondary trauma. In addition to the immediate debriefing, all CVFF employees are eligible to participate in our EAP program with Allen Hospital in Waterloo. Employees and their families can utilize

counseling services for a variety of issues and CVFF management never has to know about it. While being there for victims in their time of crisis is a necessary function of advocacy, we recognize the toll it takes on those doing the work. CVFF strives to retain its quality advocates by supporting their well-being as they continue to provide a difficult and valuable service.

5. Housing Advocacy: CVFF has worked to strengthen our housing advocacy skills in order to meet what survivors of violence classify as their number one need: affordable housing. It is important to note that those utilizing shelter-based services are more often than not, victims with high numbers and degrees of housing barriers. Our assessment and case plan are designed to recognize and anticipate any barriers that a victim may face when it comes to obtaining affordable and stable housing. Advocates have built working relationships with landlords and property owners in order to significantly reduce the barriers that so many victims face. Whether it's a recent eviction, criminal history, lack of credit, or outstanding bills that have accumulated due to fleeing the abuse they've endured, without effective and creative housing advocacy, many victims would continue to be turned away by landlords. We take pride in our advocates' abilities to enter victims into stable and affordable housing in their community of choice. Our letter of support from Iowa Northland Regional Housing Authority demonstrates our reputation for housing advocacy and our ability to collaborate with organizations working to house victims/survivors in Region 3 (See Appendix B5: Letter of Support).

Additionally, the transitional and permanent supportive housing programs have become a perfect complement to our victim services program. Access to our housing programs has greatly benefitted victims in rural northeast Iowa as they strive to achieve safety and self-sufficiency. CVFF's Housing Director is also trained in the RentWise Program. RentWise is a certificate program that uses a holistic curriculum that incorporates active learning activities designed to educate and help participants identify and overcome housing barriers. This program can be used in a group or individual setting. Topics covered in the curriculum include communication with landlords, budgeting, finding a place, getting through the rental process, move-in and move-out policies, and skill-building related to taking care of the home.

6. Economic Justice: CVFF employs an Americorps Volunteer whose primary duties include training survivors of violence in financial literacy. In the past, our advocates have supported clients in learning money management and budgeting skills, and we are excited to now have a position dedicated to strengthening these advocacy services. When the Americorps volunteer position comes to a close in December, we plan to transition its work into either a full-time position within the agency or into another employee's duties. In addition to having the opportunity to participate in the financial literacy training, information is distributed to clients when advocates know of any opportunity for clients to better their economic situation, including:

- available scholarships,
- job openings,
- money management classes,
- resume or skill-building classes,
- and career fairs

7. Legal/Court Advocacy: All advocates are trained in legal and court advocacy, but CVFF also employs a Court/Medical Advocate with specific education and experience in the criminal justice setting. This position offers training and technical assistance to community members, law enforcement, and attorneys related to issues around domestic violence and sexual assault, as well as assuring that CVFF sheltering information is available to law enforcement and county attorneys throughout the region.

Our attached letter of support from Vivian Betts, the Managing Attorney of Iowa Legal Aid's Waterloo Regional Office shows our agency's reputation for client-driven collaboration with their organization (See Appendix B6: Letter of Support). We have worked for many years to support clients throughout the legal processes as they utilize the services of Iowa Legal Aid. Additionally, our attached letters of support from local law enforcement show our dedication to collaborating and communicating with law enforcement for the safety and empowerment of victims in Region 3 (See Appendices B7, B8, and B9).

The Court/Medical Advocate is responsible for managing partnerships with county attorneys and assuring they receive accurate information and support. CVFF maintains Memorandums of Understanding (See Appendix C7: Memorandum of Understanding) with the following County Attorneys in Region 3:

- Andy Van Der Maaten, Winneshiek County Attorney
- Wayne Sauer, Fayette County Attorney
- Kasey Wadding, Bremer County Attorney
- Ralph Potter, Dubuque County Attorney
- Jerry Vander Sanden, Linn County Attorney
- Tom Ferguson, Black Hawk County Attorney

CVFF's Court/Medical Advocate will also lead the development and maintenance of relationships with sheriff's departments in Region 3. This includes assuring that accurate information and support is offered to the departments. We maintain Memorandums of Understanding (See Appendix C8: Memorandum of Understanding) with the following Sheriff's Departments in Region 3:

- Clark Mellick, Allamakee County Sheriff
- Mike Tschirgi, Clayton County Sheriff

- Martin Fisher, Fayette County Sheriff
- Leon Bohr, Winneshiek County Sheriff
- Dan Pickett, Bremer County Sheriff
- Bill Wolfgram, Buchanan County Sheriff
- Donald Vrotsos, Dubuque County Sheriff
- John LeClare, Delaware County Sheriff
- Tony Thompson, Black Hawk County Sheriff
- Brian Gardner, Linn County Sheriff

The Court/Medical Advocate will be responsible for assuring that clients in Friends' House are supported in obtaining protective orders and in understanding the legal process. The Court/Medical Advocate will assure the Friends' House guests have transportation to, and support during criminal/civil hearings related to the abuse.

This position will also provide support to the Mobile Case Manager when their clients housed throughout the region face civil/legal issues related to the abuse they have endured. Transportation to and from appointments with attorneys and court hearings will be either provided, or coordinated by, CVFF advocates and volunteers.

8. Medical/Systems Advocacy: The Court/Medical Advocate also primarily responsible for systems and medical advocacy. Its duties related to medical advocacy include communicating with medical professionals the intense needs of those we serve and the physical and emotional effects of trauma. Many times, advocates find that their clients are extremely uncomfortable and nervous when attending medical appointments. It is our job as advocates to assure that clients receive medical attention that is welcoming, fair, and that addresses their true needs.

CVFF has worked for years to strengthen our relationship with Waverly Health Center to improve health care services to victims and survivors. We have developed strong relationships with the health centers' administration and are confident that clients of Friends' House will continue to receive welcoming and trauma-informed health care services. Additionally, the case management approach utilized at CVFF will assure that advocates know whether or not a client needs assistance in obtaining insurance for the health care needs of the client and/or their children. Advocates' support related to medical needs and their understandings of trauma are qualities needed by survivors of violence who are navigating the medical system.

Cedar Valley Friends of the Family has obtained a Memorandum of Understanding (Appendix C9) with the following health centers/hospitals in Region 3 to assure that sheltering options are known, and that victims in Region 3 are supported in receiving quality, client-driven advocacy and medical services:

- Finley Hospital, Dubuque
- Waverly Health Center, Waverly
- Winneshiek Medical Center, Decorah
- Mercy Hospital, Dubuque

9. Transportation: CVFF is dedicated to providing quality advocacy services and transportation related to those services. CVFF coordinates the transportation of clients to court and medical appointments related to the abuse they and/or their children have endured, including appointments to address the trauma resulting from that abuse. We believe that scheduling and following through with medical and mental health appointments are critical to the healing process for survivors following trauma. CVFF is also dedicated to assuring that clients have transportation to appointments necessary to obtain financial independence and stable housing. Whether it is by an advocate, a caseworker, or a volunteer, clients will be supported in gaining access to transportation resources in order to achieve safety and self-sufficiency.

A resource that CVFF has utilized in the past is the Gearheads program in the Waterloo/Cedar Falls area. This program inspects donated vehicles and gives them to those in need. Those applying to Gearheads for a donated car must: be referred by a social service professional; fill out an application; prove insurance coverage; and prove the financial ability to sustain maintenance and gas costs. CVFF will continue to research programs such as Gearheads that assist victims of domestic and sexual violence in achieving self-sufficiency.

10. Trauma-informed counseling and support group: Friends' House guests are informed of counseling and support group options and can participate if they choose. Clients can meet with an advocate who has received training related to that client's situation, or they can choose from longer term counseling offered in the community. Clients are offered to participate in the Friends' House support group which takes place weekly at CVFF. Support group is facilitated by the full-time salaried advocates who are trained in support group facilitation, and the times are flexible based on what works best for the group. As we train and orient the Child Advocate, support group facilitation may become part of their job duties as well. Support group is designed to aid women in coping with trauma, to return their sense of power, and to provide a safe space in which they can build trusting relationships. Victims who are housed outside of Friends' House, either at another shelter or through safe homes or hotel/motel stays, will be informed of the counseling and support group options in their community by the Mobile Case Manager.

Children's Programming: Children's programming in shelter will be strengthened as a result of the reorganization. As stated, previously when outlining our staffing plan, CVFF will employ a full-time Child Advocate to coordinate services to children exposed to violence. This will allow for increased training for advocates and community partners related to working with children exposed to violence. Having a full-time advocate will assure there is someone devoted

to working with non-offending parents and their children as they cope with the effects of trauma and strengthen their relationship. The program utilized to do this is called Guided Conversations.

While in shelter, children can experience a variety of emotions and feelings. Oftentimes, mothers do not understand why their children are behaving so differently while in shelter. Advocates can communicate the ways in which exposure to violence affects children and how the shelter setting sometimes intensifies children's behaviors and coping strategies.

The Child Advocate will also be responsible for assuring that other providers and supports for children understand sheltering services and advocacy services throughout the region. The Child Advocate will work from 10am-6:30pm Monday through Friday so there is time to have contact with children after school. Children's safety planning, strengthening the parent-child relationship (by utilizing the Guided Conversations program), building supports for families and children, and regaining a sense of normalcy and control to the child's life are a priority which we are excited to bring to fruition.

Plan for moving into affordable stable housing: CVFF has become a leader in housing services for those who have been unable to maintain stable housing. Sheltered clients in Region 3 will continue to receive quality support from CVFF in terms of achieving affordable and stable housing. As previously stated, our HUD funded transitional and permanent supportive housing programs are a great tool utilized to transition victims from rural Northeast Iowa into supportive and stable housing. Participants receive rental assistance, budgeting assistance, and case management services to assure other supports are in place. This year, our Turning Point Rural Transitional Housing Project was ranked 4th of 29 in Iowa's Continuum of Care.

We will use the premise of our highly successful housing programs to develop a rapid re-housing model that helps move victims into safe affordable housing. Access to affordable housing is just one part of this process and we recognize that it will take strong proactive case management to succeed. The combination of improved and expanded programming and our years of expertise in case management will provide northeast Iowa with strong rapid re-housing support to address the safety and housing needs of survivors.

CVFF has also worked closely with Section 8 providers and other rental assistance programs to transition victims into stable housing in their community of residence. Our letter of support from Iowa Northland Regional Housing Authority demonstrates our commitment to strengthening these collaborations to reduce the barriers to safe and affordable housing for victims in Northeast Iowa (See Appendix B5).

CVFF has participated for several years in the Black Hawk County Local Homeless Coordinating Board in order to gain an understanding of the housing needs in the community and to be a key player at the table. We have also networked with homeless providers such as Waypoint and the Willis Dady Shelter in Cedar Rapids in an effort to understand the system in place and how we can best house victims in that community. Having knowledge of housing

assistance programs in other communities such as Waterloo and Cedar Rapids will aid us in making appropriate and effective referrals for victims in those communities.

Trauma-informed and victim-centered shelter policies: Friends' House shelter policies are updated on a regular basis by the Crisis Services Director and Executive Director to assure compliance with the Iowa Coalition Against Domestic Violence and Iowa Coalition Against Sexual Assault Guidelines for Best Practices. We understand the difficulty that some programs may have in operating based on best practices, because it is not always easy. Staff, stakeholders, and clients may all have differing opinions of what should be expected of victims to receive services, but ultimately it is up to CVFF management to assure that each client receives high quality advocacy services based on what we know about trauma's impact on the lives of victims.

Furthermore, it is not easy to keep all advocates in agreement and understanding of what are best practices. Program staff meet on a regular basis to build the skills necessary to provide quality sheltering services. While there will continue to be difficult situations that test our skills and values, CVFF has built a team of advocates who truly believe in client self-determination and who are skillful in providing trauma-informed services while understanding that delivering the best client services is part of the agencies core values. CVFF staff and management continue to attend trainings and pursue growth as it relates to implementing best practices. A few examples of Friends' House victim-centered and trauma-informed shelter policies are listed below:

- Quiet hours are encouraged out of respect for those who rise early, but there is no curfew.
- Clients are not required to attend meetings or informational sessions. All participation is optional and incentives are utilized when available.
- There are no mandatory cleaning requirements for one to reside in shelter. While we ask that everyone assist in maintaining a safe and healthy environment, we acknowledge that this may look different for each person. Health and safety concerns are addressed openly and solutions are developed jointly between clients and advocates. Clients who may not have the knowledge or experience of maintaining a healthy or sanitary environment can be coached one-on-one by an advocate so they do not have to feel embarrassed or singled-out.
- Clients set their own goals based on their strengths and needs with ongoing support and encouragement from advocates. The role of the advocate in the implementation of the case plan is determined by the amount/type of support that the client desires.
- While the use of alcohol or drugs are prohibited on CVFF property, if clients use or abuse substances they will not be exited from shelter so long as they are not a threat to the safety of themselves or others. Clients who exhibit symptoms of intoxication are monitored for their safety and once sober, advocates communicate any concerns openly and honestly with the client.
- Advocates are not mandatory reporters, and do not report suspicions of child abuse or neglect without first communicating the concern to the client. Supportive services such as

in-home skill-building, behavioral health intervention services, counseling, and mentoring are offered so the client can gain the support and skills necessary to parent effectively.

Shelter policies are explained to all shelter guests upon entrance into shelter and a photocopy of those policies are available upon request. Reminders are communicated verbally and sometimes posted in shelter depending on the dynamics of that particular group. CVFF will continue to review policies on a regular basis to assure that shelter is operated based on trauma-informed practices.

Crisis line training and procedures: Based on data reviewed over the past 3 years, and accounting for the potential lost calls due to reorganization the first year, CVFF anticipates a total of 14,595 crisis calls coming through the domestic abuse crisis line the first year. This comes to roughly 40 calls per day and 1.66 calls per hour. CVFF compiled these projections utilizing the following sources: 1) Reports on Iowa Crisis Calls and Iowa Shelter Statistics provided by the Division of Crime Victim Assistance; 2) charts provided by Rhonda Dean of the Crime Victim Assistance Division of the Iowa Attorney General's Office, and 3) reports provided by the Domestic Abuse Resource Center to the Division of Crime Victim Assistance.

The funded comprehensive domestic abuse program will house the crisis line for Region 3 and CVFF has agreed to allow the funded comprehensive program to roll their crisis line into our phone system during non-business hours; including evenings, overnights, weekends, and holidays. CVFF has developed a staffing pattern (described below) that will assure adequate coverage and quality response to the domestic abuse crisis line. We believe that while housing the crisis line will be more work for our agency, it will significantly reduce the burn-out of advocates across the region. It is important to CVFF that victim advocates are able to have time away from work so as to remain fresh and alert at work the next day.

Helping Services is the only program in our region who has worked to develop thorough crisis line procedures with our agency. They have agreed that they will initiate contact with CVFF each business day at 8am and 5pm regarding any potential new clients or follow-up that may be needed related to the crisis line. CVFF's Sheltering Services Coordinator is responsible for assuring that daily communication occurs. Both Helping Services and CVFF are committed to thorough communication and problem-solving so as to make the crisis response consistent and of high quality for victims in our region. (See Appendix C5: Memorandum of Understanding between Cedar Valley Friends of the Family, Riverview Center, and Helping Services for Northeast Iowa).

All CVFF advocates who staff the crisis line will be certified Victim Counselors which includes training in the following areas:

- The dynamics of domestic violence

- The dynamics of sexual assault
- Child advocacy
- Feminism
- Law and courts
- Diversity/cultural competency
- Crisis counseling/intervention
- Advocacy

In addition to the Victim Counselor training, all crisis line advocates will be trained in utilizing a safety/needs assessment to determine the advocacy and housing needs of callers. Per CVFF policy, crisis line advocates will continue to receive an initial orientation and observe two shifts prior to working on the crisis line themselves. If the advocate is not comfortable or if the Crisis Services Director feels they are not ready, further training and observation is provided.

CVFF will staff the crisis line during evening, overnight, and weekend hours by having 1-3 advocates on site at all times. Trends indicate that we will need to staff the crisis line with 2-3 advocates from 4pm-10pm and 1 advocate during the overnight hours. We will utilize both paid and volunteer advocates, one of which will be full-time. Both Helping Services and CVFF have agreed that a unified message such as "Regional Crisis Line" will be utilized when answering the phone. Providing a consistent and quality crisis response will aid us in assuring that callers do not recognize that there are two programs staffing the crisis line.

Our agreement with Helping Services for Northeast Iowa and Riverview Center also includes the dispatch of on-call volunteer advocates throughout the region. When CVFF receives a call on the crisis line which warrants emergency in-person support or transportation for a victim, our crisis line worker will utilize a calendar of regional on-call advocates to dispatch the appropriate person. This agreement includes the transportation of victims to safe shelter throughout the region. Although we will not be the regional sexual abuse crisis line, we anticipate continuing to receive calls related to sexual abuse for some time. Having the volunteer on-call calendar of sexual assault advocates will mean that we do not have to give callers a referral to call that crisis line. We can simply dispatch the appropriate on-call sexual assault advocate and the caller will never have to know they called the wrong number. The regional coordination of volunteers for emergency response and transportation will not only aid the three programs in assuring client safety, but will also reduce staff burnout.

Support for women who return or do not leave abuser: CVFF believes in providing unwavering support to victims of domestic and sexual violence who choose not to leave the relationship or who may return to their abuser. All shelter guests are encouraged to develop a safety plan with an advocate with the goal of maintaining safety no matter if they choose to return to the relationship or not. In terms of sheltering services, CVFF will continue to provide options to victims even if it is not the first time they have used the service. While we do have financial limitations and cannot afford to fund their safety time after time, and cannot provide

rapid re-housing financial support to a victim living with her abuser, we feel a little creativity and unique sheltering options throughout the region will provide the victim with support for future safety.

Why CVFF should be the funded shelter program: Cedar Valley Friends of the Family should be funded for Northeast Iowa's Region 3 sheltering services for a variety of reasons. First, we are dedicated to eliminating violence and homelessness. Without this vision we would simply be addressing immediate crises and not working toward preventing them in the future. An advocacy agency cannot truly fulfill their mission without being leaders in prevention efforts and social change which better the lives of victims of domestic and sexual violence. CVFF will continue to offer prevention and community engagement programs related to eliminating teen dating violence, child sexual abuse, rape, bullying, and intimate partner violence.

Second, CVFF is active on a variety of boards and coalitions that exist for the improvement of services for those experiencing homelessness, domestic violence, and sexual assault. The Executive Director is on the Cedar Valley Homeless Coalition, the Black Hawk County Homeless Coordinating Board, Iowa Northland Regional Housing Authority board, the Iowa Coalition Against Domestic Violence board, and a member of the Iowa Council on Homelessness. Within the Iowa Council on Homeless, the Executive Director is the chair of the Nominating Committee and sits on the Executive Committee. The Crisis Services Director is active on the Black Hawk County Homeless Coordinating Board, as well as the Cedar Valley Homeless Coalition. The Housing Director is a member of the Buchanan County Homeless Council, the Cedar Valley Homeless Coalition, the Northeast Iowa Housing and Homeless Alliance, and the Iowa Council on Homelessness. Within the Iowa Council on Homelessness the Housing Director is also a member of the Continuum of Care Committee. The Housing Director is also actively involved with Allamakee, Clayton, Buchanan, Fayette, Howard, and Winneshiek County Interagency meetings. Our active participation and leadership on these numerous coalitions throughout the nine counties we currently serve demonstrates our commitment to ending homelessness in Northeast Iowa, including safety and stability for victims of domestic and sexual violence.

Lastly, CVFF should be funded because of its reputation for quality client-driven services. There is nothing easy about providing trauma-informed services in a shelter setting. It would be easy to tell victims what to do, to enable them to become reliant on advocates, or to pass them on to another provider to address the needs. The various effects of trauma that a victim of domestic or sexual violence can undergo require immense amounts of energy, creativity, and empowerment from advocates. CVFF has worked diligently to build a team which truly believes in the potential that each client has within them. Program directors and advocates continuously seek ways in which to improve policies, rapport with clients, and program outcomes. Because of our combination of community engagement and prevention, clear leadership, and quality client-driven sheltering services, CVFF is a leader when it comes to providing emergency sheltering and housing to victims in Iowa.

III. Performance Measures and Outcomes

Projections: CVFF's projections are based on the reports and Iowa Crisis Calls and Shelter Statistics provided by the Crime Victims Assistance Division of the Attorney General's Office. Based on trends over the past 3 years, and accounting for the potential drop in requests due to the transition, Cedar Valley Friends of the Family (CVFF) anticipates roughly 502 total requests for emergency housing assistance in fiscal year 2013. The following is the breakdown of ways in which we anticipate sheltering options will be utilized.

Traditional shelter: This will be provided (at Friends' House in Waverly and YMCA/YWCA in Dubuque) to roughly 425 individuals totaling around 5800 nights of shelter.

Transitional Housing: Based on trends in CVFF's housing programs, we anticipate supporting 20 households affected by domestic or sexual violence in FY 2013 through our Turning Point Rural Transitional Housing Project. This program is available in Bremer, Chickasaw, Howard, Winneshiek, Clayton, Allamakee, Fayette, and Buchanan Counties.

Permanent Housing: We anticipate supporting 7 households affected by domestic or sexual violence in FY 2013 through our Northeast Iowa Permanent Housing Program. This program is available in Chickasaw, Howard, Winneshiek, Clayton, Allamakee, Fayette, and Buchanan Counties.

Rapid re-housing: We plan to utilize a rapid re-housing approach in some cases which the victim has housing lined up and needs start-up financial help, or needs a little help to keep from being evicted. Clients who qualify for these funds will be those with stable income and ability to maintain this housing on a long-term basis. Before utilizing CVAD dollars to do so, community supports such as Salvation Army, Community Action, and local churches will be utilized for rental and deposit assistance. We have budgeted to pay first month's rent and deposit for up to 50 households, averaging \$400 per household. This will cost \$20,000 and is available to all 14 counties in Region 3.

Hotel/motel vouchers: CVFF will budget to utilize hotel/motel stays in FY 2013 for up to 63 nights at \$50/night, with an approximate cost of \$3,150. Anticipating that the average hotel stay will be 1-2 nights, this plan will serve the safety needs of up to 63 households. The total cost of hotel/motel vouchers and rapid re-housing for victims in FY 2013 is reflected in the budget under "Other Direct - Emergency Shelter."

Safe homes: An anticipated 15 households will utilize safe homes, which will have no cost to our organization.

Client Feedback: CVFF gathers feedback from victims utilizing sheltering services by offering an optional survey at random points throughout the year and also upon exit from shelter. Clients can anonymously fill out the survey, seal it in an envelope, and add it to the box of surveys

which are mixed together so that identities are not known. CVFF uses the feedback to gauge which areas of service can be expanded, altered, or improved. We have also used the feedback to identify gaps in services and barriers faced by victims that we did not realize. Survey results are compiled and reported to staff by the Crisis Services Director twice per year.

We are currently exploring the option of an anonymous online survey via Survey Monkey for clients with whom we do not have regular face-to-face contact and for clients which have terminated services and did not have the opportunity to complete the paper survey. This will assist us in collecting more accurate and complete data so that all perspectives and opinions are included in the report.

Goals: Based on the information we've received from former shelter guests and the needs of Northeast Iowa, we've developed five main goals as it relates to emergency sheltering services for this funding cycle. We feel our goals are challenging yet attainable, and are based on the true needs of those we serve.

Goal 1: To decrease the average length of stay in shelter			
Objective A:	Objective B:	Objective C:	Measurement:
By June 30, 2014 80% of clients will develop a case plan with goals for safety and stability	By June 30, 2015 80% of clients will access community resources to support them in their community	By June 30, 2016 the average length of stay in shelter will be decreased by 20%	% of files that include a case plan, % of clients who report upon exit they have access to supportive resources, report on average length of stay
Goal 2: To increase the percentage of clients who enter shelter into safe and stable housing			
Objective A:	Objective B:	Objective C:	Measurement:
By June 30, 2014 60% of clients will obtain the safety and stability as outlined in their case plan and goals	By June 30, 2015 70% of clients will obtain the safety and stability as outlined in their case plan and goals	N/A	% of clients that report upon exit that they are exiting into a housing situation in their community of choice
Goal 3: To increase the amount of homeless prevention and rapid re-housing funds available to victims/survivors of violence in Northeast Iowa's Region 3			
Objective A:	Objective B:	Objective C:	Measurement:
Increase the rental slots available in CVFF's permanent supportive housing program by June 30, 2014	Utilize local supports such as Community Actions, Salvation Army, and faith community to financially aid victims in preventing or ending homelessness	Secure rapid re-housing funds through HUD grants by June 30, 2016	# slots added to permanent supportive housing program; # of clients who report utilizing local financial supports; funds secured through HUD grants

Goal 4: To be the leading provider of emergency sheltering and homeless services in Northeast Iowa			
Objective A:	Objective B:	Objective C:	Measurement:
Utilize a coordinated assessment tool to assess, coordinate, and manage the needs of those experiencing homelessness by June 30, 2014	Employ a coordinated intake worker by December 1, 2014	N/A	tool utilized to assess housing needs; employment of an intake worker
Goal 5: To increase clients' capacity to plan for safety			
Objective A:	Objective B:	Objective C:	Measurement:
By June 30, 2014 100% of clients will be offered to develop a safety plan with an advocate	By June 30, 2015 80% of clients can adjust their safety plan as related to their housing situation	N/A	% who were offered to develop a safety plan, % whose files include a safety plan, % who report upon exit that they know ways to plan for safety in the future

IV. Collaboration and Coordination

Collaborations with other victim services providers in Region 3: In the past, and throughout the process of regionalizing services, Cedar Valley Friends of the Family (CVFF) has worked closely with other victim service organizations in our region to assess the needs of victims in our area, as well as identify key players in the improvement of services. CVFF's Executive Director and Crisis Services Director have met with the Executive Director at Seeds of Hope serving Black Hawk County to improve coordination of sheltering services to victims in that community. In the past we have problem-solved around coordinating transportation and emergency needs of victims from Black Hawk County with limited financial and supportive resources. We currently are in communication with Seeds of Hope related to the coordination of services to victims fleeing domestic and sexual violence should they be funded by CVAD for FY 2013 to serve an 8-county area.

We have also recently visited with Waypoint in Cedar Rapids to meet their staff, gain an understanding of their agency's policies/procedures, and talk about how we can collaborate for the benefit of victims in Linn County. Conversations with Waypoint include those surrounding the provision of trauma-informed, innovative client services and sheltering options/practices in the area. We have learned from each agency in our region and are confident in our ability to collaborate with whoever the funded program may be.

As explained in Section II related to sheltering victims in their community of residence in Region 3, CVFF has worked to outline a Memorandum of Understanding with the Dubuque YMCA/YWCA shelter program (See Appendix C4: Memorandum of Understanding). Although they have decided not to seek CVAD funding to operate their shelter, we continue to value the

service they provide to the Dubuque community and will work with them to strengthen and improve sheltering services to victims who utilize their shelter.

Aside from CVFF's willingness to work with whoever are the funded comprehensive programs, CVFF has spent much time collaborating with two specific programs for the provision of seamless and quality victim services in Region 3. Attached to this application is a tri-agency Memorandum of Understanding between Riverview Center (comprehensive sexual assault applicant), Helping Services for Northeast Iowa (comprehensive domestic violence applicant), and Cedar Valley Friends of the Family (shelter-based service applicant) outlining, in detail, the specific plans for victim services Northeast Iowa's Region 3 (Appendix C5: Memorandum of Understanding). This memorandum demonstrates each provider's commitment to the provision of quality services, outlines what each provider agrees to do, and states the outcomes we hope to achieve. We have also attached a letter of support from Helping Services for Northeast Iowa (See Appendix B10). The three programs in this partnership complement one another with their varying strengths, resources, and innovative efforts.

One way in which the 3 agencies have collaborated is to develop a Region 3 Advisory Board of 13 – 15 members (See Appendix D2: Advisory Board Roster). Advisory board members will support and promote the missions of the coordinating agencies: Helping Services, Cedar Valley Friends of the Family, and Riverview Center. The membership will represent social services, the faith community, the medical community, volunteers, survivors of violence, local businesses, and more. Each member has been selected based on their knowledge of victim service issues and for their ability to leverage additional support and resources. Each agency has identified one of their current board members to serve on this regional advisory board. Members will assist the three governing boards of directors in identifying resources to ensure that comprehensive domestic violence, sexual assault, and sheltering services are available through broad-based and sustainable community financial support, and that those identified resources are equally distributed throughout the region.

Another way in which the 3 partnering agencies will collaborate is co-locating office space. We believe that sharing space will promote teamwork and collaboration, as well as increase support from the communities into which we are expanding. The three programs will provide drop-in space at one another's current offices throughout the region, and will co-locate at the following locations for new office space in Region 3:

- 304 South Street, Waterloo
- 50 2nd Avenue Bridge, Cedar Rapids

As stated in the "Program Services" section, and outlined in the tri-agency Memorandum of Understanding, CVFF will be partnering with Helping Services for Northeast Iowa in providing the regional domestic abuse crisis line. Our Memorandum of Understanding outlines how we will partner to assure a quality and consistent crisis response. We have dedicated much time to

planning the crisis line coordination and are confident in our ability to effectively meet the region's domestic abuse crisis line needs while reducing staff burnout.

Collaborations with other victim services providers in Iowa: CVFF is dedicated to its role in ending domestic and sexual violence, and sheltering its survivors not only in Northeast Iowa's Region 3, but also those who come from communities outside our area. Our reputation for being able to house clients with significant barriers keeps a constant flow of referrals, and whenever possible, we will offer our sheltering services to survivors from other communities whose safety plan does not include remaining in their region of origin. CVFF will continue to network and collaborate with all victim service programs across the state to learn new and efficient ways of sheltering victims in Iowa.

Collaborations with state coalitions: CVFF will continue to work with the Iowa Coalition Against Domestic Violence and Iowa Coalition Against Sexual Assault to develop practices that best fit the needs and rights of survivors of domestic and sexual violence. We are proud to have employed staff and operated programs that skillfully and ethically manage the various needs of survivors. We are dedicated to working with the coalitions to develop plans that meet survivors' needs while reducing the resources expended to provide the service.

In addition to reviewing policies/practices, we feel that CVFF can be a key player in developing streamlined trainings for victim advocates and volunteers. We believe that in order to recruit and retain quality volunteer advocates, training will have to be accessible, feasible, and relevant to the work. We would welcome any opportunity to participate in the development of both training curriculum and training delivery methods which would result in greater community participation.

V. Challenges/Accomplishments

Program Accomplishments: An accomplishment that we're extremely proud of is our qualified and creative advocates. Our newest advocate has been with the agency for over a year and our most seasoned advocate has been with the agency for twelve years. All full-time salaried advocates have been trained in Ethics, Mental Health First Aid, and Stewards of Children, as well as achieved and maintained their Certified Domestic Abuse Advocate and Advanced Sexual Abuse Counselor statuses.

Another accomplishment of the program is our increased community engagement and support. Last year we organized our first 5k during Sexual Assault Awareness Month which was extremely well-received. We look forward to holding the event again and expanding upon its success to gain the community's engagement related to domestic and sexual violence awareness and prevention. Additionally, our annual fundraisers and events are consistently gaining new and increased financial support from the community.

A third success is our involvement with Wartburg College and the University of Northern Iowa for volunteer and intern engagement. We consistently host interns and are happy to offer them a

quality learning experience. Two CVFF advocates are involved with Wartburg's SMART (Sexual Misconduct/Assault Resource Team) with the goals of increasing awareness and engagement, while challenging college policies related to sexual violence on campus. Additionally, Wartburg's Residence Life Program offers us anywhere from eight to sixteen volunteers per year. The students gain valuable volunteer and advocacy experience, while helping us to deliver quality and cost-effective services. Both colleges invite our staff to go on-campus to engage, educate, and recruit students.

Another accomplishment of our program is the consistent, quality support group that we hold each week. Two years ago, we did not have a steady support group, but instead had "shelter meetings." As we transitioned new leadership and new advocates into the program, we have worked extremely hard to become trained in support group facilitation and in getting the word out about the support group. Clients regularly attend support group and we have received positive feedback.

Anticipated challenges: Change never comes easy. One challenge we foresee in delivering regional sheltering services may be the distance between our agency's office and guests who are sheltered in other communities. We have been proactive to address this challenge by developing procedures with the Dubuque YMCA/YWCA, and shelter providers in Waterloo and Cedar Rapids for collecting client information and coordinating services. It is important to us that we are aware when these providers come in contact with victims/survivors so that we can offer support and capture accurate sheltering numbers. We also intend to utilize technology to communicate when appropriate and to connect clients with their local supportive resources.

Another challenge we will face includes finding ample office space, technology and supplies for advocates and case managers to effectively do their jobs. To address this, we are exploring sharing offices at our current building as well as co-locating office space in Cedar Rapids and Waterloo for positions which do not need to be located within the shelter. Additionally, Helping Services, Riverview Center, Willis Dady Shelter, Salvation Army, and the First District Department of Corrections have agreed to offer us private meeting space with victims housed throughout the region.

A third challenge we will face is the provision of the regional domestic abuse crisis line. While we realize this will require intense coordination initially, we truly believe it is what is best for victims and advocates in Region 3. Our shelter is staffed 24/7 with trained and alert advocates. In addition to this, crisis line advocates always have a full-time salaried advocate on-call for extra guidance. We will continue to work closely with Helping Services to assure that communication is clear and constant related to the provision of the Region 3 crisis line. We will market the crisis line with Helping Services to assure that it is accessible to victims in Region 3.

A final challenge we foresee will be creating relationships with volunteers, donors, and other supportive stakeholders throughout the region. Each current victim services program has devoted

years to developing relationships in their communities and there will be resistance to change. CVFF is working ahead to build these relationships by networking with current systems in those communities. We will continue to let it be known that the safety and stability of victims in Northeast Iowa is our priority and that we cannot do it without the community's support.

How we have addressed past challenges: In fiscal year 2011-2012 we faced a tremendous challenge as we experienced a drastic increase in the need for emergency shelter throughout Northeast Iowa. In FY 2011 our total nights of shelter provided were 1,623 and in FY 2012 spiked to 3,161. We saw an increase in referrals from not only our service area, but also from Waterloo, Cedar Rapids, and throughout the state. On numerous occasions, shelters in victims' home communities were full and other innovative sheltering options were not offered to them. Coming to our shelter was the next best option for the client at that time. With the same staffing patterns and the same funding, Cedar Valley Friends of the Family (CVFF) took on the challenge wholeheartedly and provided quality advocacy services to numerous clients who had limited resources.

A challenge we have faced for some time, being a rural shelter that often houses victims from other parts of Iowa, is securing resources to assist with emergency needs such as medication. When a victim from our local area has these needs, we utilize local supports such as churches, Salvation Army, and General Relief. However, when a victim comes from other communities, it is rare that those sources are willing to pay the bill. This has been a huge barrier to obtaining help for those clients who experience trauma and persistent health issues. Last year, an advocate secured a significant amount of money from private donors to be set aside for those clients' emergency needs. Since having this emergency fund, many clients have obtained emergency medications that they would have otherwise never been able to receive.

A third challenge we've worked through includes assisting victim service providers from neighboring communities in providing vital services such as: transportation to our Friends' House shelter for clients seeking safety; accessing rapid re-housing funds to get into an apartment; systems/medical advocacy; among others. Our advocates have worked extended hours, built relationships with resources in communities outside our current 3-county area, and taken on higher caseloads to assure that all victims receive the comprehensive and quality services they deserve. We are so proud of our advocates' reputations for going above and beyond for the safety of all victims, no matter where they are from, and they will continue to do so as sheltering services improve and evolve across the state.

VI. Funding Justification

Why CVFF should be funded: Cedar Valley Friends of the Family (CVFF) should be funded for Northeast Iowa's Region 3 shelter-based services because of its combination of clear vision, dedicated front-line staff, and commitment to improving the organization and services. We are dedicated to not only assuring safety and high quality sheltering options for victims, but also to

eliminating violence and homelessness in Northeast Iowa. We truly believe that an important component of advocacy is to be leaders in prevention efforts and social change. CVFF will continue to offer prevention and community engagement programs related to eliminating teen dating violence, child sexual abuse, rape, homelessness, bullying, and intimate partner violence.

CVFF should be funded also because of its reputation for quality client-driven services. Providing trauma-informed services in a shelter setting is challenging, and we have devoted much time to improving the way shelter services are provided. The various effects of trauma that a victim of domestic or sexual violence can undergo require immense amounts of energy, creativity, and continuous empowerment from advocates. Our employees are committed to improving services for survivors of domestic and sexual violence, as well as contributing to the vision of a future free of violence and homelessness. They continue to humble us with their ability to embrace the vision and values of the agency. Our management can only teach and model the skills necessary to do the job, but the true belief in the vision is an un-teachable quality that our employees demonstrate to us and to the community each and every day. CVFF's combination of a clear vision, community engagement, and quality client-driven sheltering services make the agency a leader when it comes to providing emergency sheltering and housing to victims in Iowa.

Lastly, CVFF is the program to be funded because of our continued growth and improvements in efficiency and sustainability. We have begun building an endowment fund and have set fundraising and savings goals for the agency in the years ahead. As stated in the "staffing" section, CVFF will now employ a full-time salaried Grant and Resource Development Director which will be dedicated to building community engagement and financial support for the agency. CVFF's dedication to working toward financial stability and reducing the agency's reliance on government funds make us a leader in the sheltering and victim services field.

Overview of the plan for future funding and services: While we believe there will always be a need for the emergency 24-hour safe shelter, we recognize the importance of providing new and innovative options to victims that reduce safety barriers and promote self-sufficiency. We envision a future in which victims of domestic and sexual violence have more options than simply packing up and going to a shelter. Crisis line response, safety assessments, and case plans will be designed so that the victim can articulate what it is they need in order to obtain safety and stability.

We have also identified one of our main goals as seeking and utilizing new funds in order to meet the housing needs of survivors of violence in Northeast Iowa. We have budgeted \$20,000 from CVAD funds to utilize in a rapid re-housing approach, and will look to apply for OVW Transitional funds along with other federal funds for housing of victims of domestic and sexual violence. CVFF will continue to utilize its current relationships and supports such as Salvation Army, Community Action (See Appendix C10: Memorandum of Understanding), and faith communities that assist victims in obtaining and maintaining safe and stable housing.

In order to accommodate the increase in referrals we have received for both of our housing programs, we are looking at potentially expanding one or both programs. As previously stated, 7 of the 11 households on the permanent supportive housing program have fled domestic violence, and 17 of 24 households on the transitional housing program had fled domestic violence. As we continue to analyze our current programming and how we can expand upon its success, it is our hope that all victim service providers can work together toward building high quality, effective advocacy services based on best practice and the true needs of survivors of violence in our state.

VII. Transition Plan

Transitioning staff and services: Once funded to be the regional sheltering service provider in Region 3, Cedar Valley Friends of the Family (CVFF) will transition its domestic and sexual violence outreach advocacy services to the funded programs. We have agreed with Riverview Center and Helping Services that we will give outreach clients two options:

1. Continuing advocacy/counseling services with us for up to 90 days before terminating services
2. Jointly scheduling a time to meet the advocate from the awarded comprehensive program so that they can develop a relationship in a comfortable and supportive environment

Satellite outreach offices in Allison (Butler County) and New Hampton (Chickasaw County) will remain in operation until all outreach clients have transitioned out, utilizing the options listed above, with the deadline of October 1, 2013. The two outreach advocates in those areas will have the opportunity to apply for the jobs that will be created, the Child Advocate, Mobile Case Manager, and Grant and Resource Development Director, or any other positions that may open up as a result of reorganization. These new positions will be posted once funding awards are announced.

CVFF will hold the Victim Counselor training a couple of different times this summer to train and orient new staff and volunteers, as well as to update training for the provision of the Region 3 Domestic Abuse crisis line. For CVFF, our transition will be smooth as we have current part-time staff who may be interested in full-time openings. We also have the extra support of our Americorps volunteer and Prevention Education Coordinator who can aid in the transition and training of new advocates. Finally, all full-time CVFF staff and management are trained and capable of assisting with shelter coverage and on-call coverage as we transition and hire staff.

Informing the public of the changes: Once funding awards are announced, CVFF will invite local media contacts to speak with us about what the changes mean for victim services in Northeast Iowa. We have agreed with Riverview Center and Helping Services that they will do the same, and the three partnering agencies will hold public open houses and presentations to explain new procedures and services. We feel that partnering to clarify things for law enforcement, county attorneys, medical and mental health professionals, and all the other key

players is the best way to go. A unified, victim-centered message will not only be easier for the community to understand, but will also demonstrate our commitment to working together to strengthen services for victims in Northeast Iowa.

Other ways in which we will inform the public of the sheltering programs available include:

- Updating marketing materials such as brochures, fliers, radio ads, and newsletters
- Updating the agency website to include programmatic changes and links to the websites of other funded programs in Region 3
- Utilizing social media such as Facebook, Twitter, and LinkedIn to spread word of changes and sheltering options
- Continued partnerships with other victim services providers and community service agencies across the region and state so that service options are clear and appropriate referrals made

Once services transition to the outlined regional model, CVFF will no longer be a primary service provider to Butler County. We plan to assist our current partners in Butler County and the general public in understanding services and options available to them. Because Butler County is so close to our main office and is part of the service area of our housing programs, we will continue to have strong relationships in those communities. We expect that victims fleeing from Butler County would continue to utilize Friends' House in Waverly when necessary for safety. Our main priority in transitioning victims from Butler County is that they continue to receive timely, welcoming, and effective victim services. The relationships CVFF has built in those rural communities will continue to exist and we will utilize them in any way we can to assure continued quality support to victims.

Being that we are not applying to do comprehensive services, the capacity in which we will collaborate with non-funded programs to transition clients will be a little different. We will collaborate with non-funded programs to market the new regional crisis line so victims are not calling a disconnected number and giving up when it doesn't go through. We also will make every effort to let our sheltering services be known to non-funded programs because, most likely, they will still come in contact with victims in some capacity. It is our hope that all programs, whether funded or not, will communicate and collaborate through this transition so victims continue to receive accessible, welcoming, and effective advocacy and sheltering services.

As we look toward a future in which victim services are streamlined, client-driven, and more efficient, we know CVFF will be a key player at the table. Our time spent building quality programs that effectively address the needs of those experiencing homelessness, domestic violence, and sexual assault has not gone without success and recognition. Nothing would serve victims in Region 3, and our agency's vision, better than being the sheltering service provider for Northeast Iowa's Region 3.

CVFF Board of Directors

Executive Director

Ben Brustkern

Administrative
Services
Director

Crisis Services Director

Housing Director

Grant and Resource
Development Director

Administrative
Assistant

Community
Volunteers
Indirect Client
Services

Shelter Services
Coordinator

Shelter/Crisis
Line Advocates

Shelter/Crisis
Line Volunteers

Child Advocate

Mobile Case
Manager

Violence
Prevention
Coordinator

Court/Medical
Advocate

Transitional
Housing
Caseworker

Transitional
Housing
Caseworker

Permanent
Housing
Caseworker



02/11/2013

Ben Brustkern, Executive Director
Cedar Valley Friends of the Family
PO Box 784
Waverly, IA 50677

Mr. Brustkern,

I am writing this letter in support of your grant proposal for shelter based services in region #3. We support your organizations partnership with Riverview Center (Dubuque) and Helping Services (Decorah) and your proposal to provide essential shelter services on a region-wide basis.

Hawkeye Valley Area Agency on Aging has services that specifically target the reduction of abuse and neglect of Iowa's senior population. Our ability to partner with, and refer to, organizations such as Cedar Valley Friends of the Family that work with victims of domestic violence and sexual assault is essential to our programs success. Utilizing your trained and certified staff, HVAAA is able to provide additional levels of support and security for those that we serve.

HVAAA looks forward to strengthening our partnership with Cedar Valley Friends of the Family through cross-training staff, joint programming and marketing efforts, and enhanced community education across service lines. HVAAA fully supports Cedar Valley Friends of the Family in their grant application.

In Service,

A handwritten signature in cursive script, appearing to read "Mike Isaacson".

Mike Isaacson, MPP/BSW
Executive Director Hawkeye Valley Area Agency on Aging
2101 Kimball Avenue, Suite 320
Waterloo, IA 50702

Appendix B1



February 14, 2013

To Whom It May Concern:

The City of Cedar Rapids strongly endorses the applications of Riverview Center, Helping Services of Northeast Iowa and Cedar Valley Friends of the Family to meet the needs of survivors of sexual and domestic violence in the Northeast Region #3. The City of Cedar Rapids is looking forward to partnering with Riverview Center to work together to meet the needs of the citizens of Cedar Rapids and the surrounding areas. We are also well acquainted with the high level of services provided by Helping Services of Northeast Iowa and Cedar Valley Friends of the Family in providing a variety of core services for the community, including shelter for homeless families, drug and alcohol counseling, mental health services, WIC, and others, all of which are common needs of survivors of sexual and domestic violence.

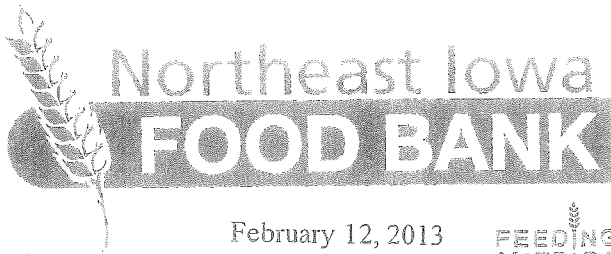
Our partnership with Riverview Center and respect for the efforts of Helping Services of Eastern Iowa and Cedar Valley Friends of the Family is founded on serving the whole person so that wellness can be achieved. Survivors of sexual and domestic violence are at a much greater risk of homelessness, drug and alcohol abuse, exacerbated mental health issues, etc. so it is imperative that our agencies recognize these links and maintain strong referral systems to provide needed coordinated care.

I strongly support Riverview Center's application to be the Northeast Region sexual violence services provider, Helping Services of Eastern Iowa's application to be the Northeast Region domestic violence services provider, and Cedar Valley Friends of the Family's application to be the Northeast Region shelter-based services provider. I believe they care deeply about the needs of the people they serve and they provide superior services for individuals impacted by sexual or domestic violence.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ron J. Corbett".

Ron J. Corbett, Mayor
City of Cedar Rapids



P.O. Box 2397
 Waterloo, IA 50704-2397
 319-235-0507
 1-888-NEIFB4U (634-3248)
 Fax 319-235-1027
 www.northeastiowafoodbank.org

February 12, 2013 

Ben Brustkern
 Executive Director
 Cedar Valley Friends of the Family
 P.O. Box 784
 Waverly, IA 50677

Serving the
 Counties of

Allamakee

Black Hawk

Bremer

Buchanan

Butler

Chickasaw

Clayton

Delaware

Fayette

Floyd

Grundy

Howard

Mitchell

Poweshiek

Tama

Winneshiek

Dear Ben:

On behalf of the Northeast Iowa Food Bank, I am pleased to write this letter of support for Cedar Valley Friends of the Family's Crime Victims Assistance Grant through the Iowa Attorney General's office. For a number of years the Food Bank has collaborated with Cedar Valley Friends of the Family by providing them with food and grocery product for their clients. In addition, because of our partnership with them and the Waverly Shell Rock United Way we are able to provide them with funding to obtain this product.

Cedar Valley Friends of the Family is partnering with Helping Services for Northeast Iowa in Decorah to provide regional domestic abuse services and with Riverview Center in Dubuque to provide regional sexual abuse services. Satellite offices will assure accessibility to all clients for these free and confidential services.

This funding provides them with the most basic of shelter services, to ensure clients are getting the resources and support that is necessary for them. Some of them include a 24 hour shelter, food, clothing and other items they may need, advocacy, education, client transportation, counseling and information and referral system.

The Northeast Iowa Food Bank is always willing to partner with other nonprofit organizations. While our mission is to provide food to them, we can also assist with referrals to food pantries and community meal programs. The more we work together, the stronger all of us are in providing the services to people in need.

I strongly encourage you to fund this grant for Cedar Valley Friends of the Family. They are a strong and vital program in Northeast Iowa and provide vital services to those that need it.

Sincerely,



Barbara Prather
 Executive Director



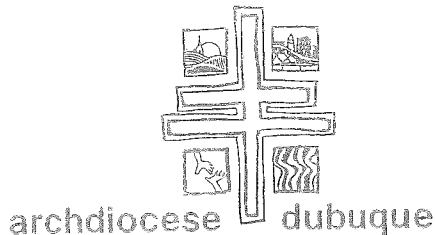
Iowa Food Bank Association



PROGRAMS
 Cedar Valley Food Pantry
 Member Agency Food Distribution
 Kids Cafe
 Backpack Program
 Elderly Nutrition Program
 Mobile Food Pantry Program



Appendix B3



Office of the Archbishop

1229 Mt. Loretta • P.O. Box 479 • Dubuque, Iowa 52004-0479 • Phone (563) 556-2580

February 25, 2013

To Whom It May Concern:

Sexual and domestic violence cause immeasurable pain and hurt. Individuals who experience sexual and domestic abuse need support from their community to address this wrong. All of us are impacted by the pain of abuse, and want to help.

For years I have worked within the Archdiocese of Dubuque to bring to light the damage caused by sexual and domestic abuse. I have had good conversations with Riverview Center's President about how we can work together to support those who are abused. I am also aware of the admirable efforts of Helping Services for Northeast Iowa and Cedar Valley Friends of the Family. I am impressed by these organizations' strong efforts to bring the community together so we all can help these individuals. I strongly support their applications to serve the Northeast Region of Iowa as the providers of sexual abuse, domestic abuse, and shelter services.

Riverview Center, Helping Services for Northeast Iowa, and Cedar Valley Friends of the Family have helped the Catholic Church within the region to be solid resource for those who have been abused. They are creating a group of concerned citizens who are trained to support abused individuals.

I support their efforts to work with the churches of the Archdiocese to print information in church bulletins about their services, and their opportunities to volunteer through the crisis line to connect our parishioners with services. Riverview Center is also creating a video to help priests and others create a safe environment for those affected by sexual abuse so they receive needed support. I consider this to be a valuable resource for the Archdiocese in our efforts to support our parishioners. Riverview Center is well known for producing only the highest quality materials to support sexually abused individuals.

Riverview Center, Helping Services for Northeast Iowa, and Cedar Valley Friends of the Family are ideal candidates to serve individuals who are sexually and domestically abused in the Northeast Region of Iowa. I strongly endorse their applications.

Sincerely,

Most Rev. Jerome Hanus, O.S.B.
Archbishop of Dubuque

Appendix B4

IOWA NORTHLAND REGIONAL HOUSING AUTHORITY

2101 Kimball Ave., Suite # 300 Waterloo, Iowa 50702
Phone (319) 272-1945 • Fax (319) 272-1944 • Toll Free (866) 467-4248

January 30, 2013

JAN 31

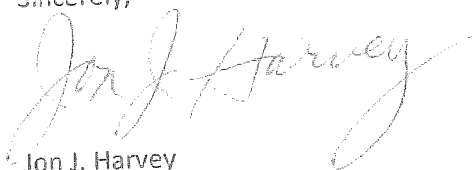
To whom it may concern,

Iowa Northland Regional Housing Authority (INRHA) provides section 8 vouchers for households in Black Hawk, Bremer, Buchanan, Butler, and Chickasaw Counties which are located within region 3 of CVAD's reorganization plan. INRHA has worked with many families who have faced issues related to homelessness, domestic violence and sexual assault. We have relied upon the professionals within those fields to help a client with those needs. INRHA knows that is important to have a strong shelter-based services program like Cedar Valley Friends of the Family available to assist those families when in need of shelter services.

When families and individuals fleeing domestic violence and sexual assault receive strong shelter-based services, they are more able to meet the requirements set by INRHA as a HUD funded Section 8 program. It is important that they are able to find and maintain safe affordable housing as they move on in their lives. INRHA will refer clients to Cedar Valley Friends of the Family when sheltering services are needed. We will look for other ways to collaborate with Cedar Valley Friends of the Family related to housing for survivors of sexual assault/violence.

Iowa Northland Regional Housing Authority supports the application of Cedar Valley Friends of the Family for shelter based services in region 3. We look forward to working with Cedar Valley Friends of the Family as shelter-based services transition for the mutual counties of Black Hawk, Bremer, Buchanan, Butler, and Chickasaw Counties.

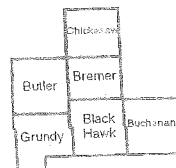
Sincerely,

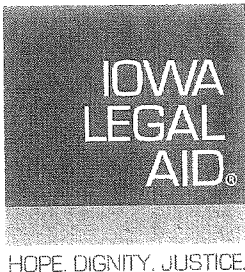


Jon J. Harvey

Executive Director

Iowa Northland Regional Housing Authority





607 SYCAMORE STREET, SUITE 206
WATERLOO, IOWA 50703-4799

319-235-7008 OR 800-772-0039
SE HABLA ESPAÑOL
FAX: 319-235-7070
WWW.IOWALEGALAID.ORG

February 12, 2013

Donna Phillips
Crime Victim Assistance Division
321 East 12th Street
Lucas Building, Ground Floor
Des Moines, Iowa 50319

Dear Ms. Phillips:

I am writing on behalf of Iowa Legal Aid in support of Cedar Valley Friends of the Family. Our organization has a long-time relationship with Cedar Valley Friends of the Family specifically with our attorney staff working collaboratively to provide services to victims of domestic and sexual violence. The services provided by Cedar Valley Friends of the Family are imperative to the well-being and empowerment of survivors. The program's advocates play an essential role in assessing danger and assisting with planning for safety. They are also very knowledgeable about community opportunities and ensure that victims and their families are connected with available resources, like Iowa Legal Aid. The staff of Cedar Valley Friends of the Family is also well-known and respected in the region, working to broaden and deepen awareness around issues of violence, which is vital to an improved community response.

In terms of our work together, there are necessary differences in the roles of advocates and attorneys. When partnering to serve the needs of victims, these roles can be and should be complementary in serving the comprehensive needs of victims. Our past collaboration with Cedar Valley Friends of the Family has proven to be successful in addressing the myriad challenges that victims of abuse encounter. One of the many reasons Iowa Legal Aid is pleased to continue working with Cedar Valley Friends of the Family is that its advocates assist victims with counseling, safety planning, and access to resources, which allows our attorneys to focus on the legal issues at hand. Victims, in the wake of violence, face numerous obstacles, many of which have a legal component. When an attorney is able to provide comprehensive legal services to a victim, those obstacles can be eliminated or reduced, thereby, clearing the path toward safety and stability. In essence, with the help of an advocate from Cedar Valley Friends of the Family,

Iowa Legal Aid staff is able to concentrate on eliminating barriers, which is how we can make the greatest and most positive impact for every survivor-client.

Based on its history of service and the relationship that Cedar Valley Friends of the Family has with Iowa Legal Aid, we look forward to its ongoing partnership to help us effectively address the civil legal needs critical to the long-term safety and independence of victims of domestic and sexual violence in Iowa. Please feel free to contact me with additional questions or for more information. Thank you.

Sincerely,



Vivian P. Meyer Betts
Managing Attorney – Waterloo Regional
Office

cc: Mr. Ben Brustkern, Exec. Dir., Cedar Valley
Friends of the Family
Mr. Dennis Groenenboom, Exec. Dir., Iowa
Legal Aid
WRO local file



Office of the Chickasaw County Sheriff

116 N. Chestnut Avenue P.O. Box 427

Admin: 641-394-3121 New Hampton, IA 50659 Facsimile: 641-394-4173



Todd W Miller, Sheriff

Martin Hemann, Chief Deputy

29 Jan 2012

Mr. Ben Brustkern
Executive Director
Cedar Valley Friends of the Family
PO Box 784
Waverly, IA 50677

Mr. Brustkern;

I am sending this correspondence in support of the Cedar Valley Friends of the Family (CVFF) and their quest for expansion to better serve areas such as Chickasaw County.


Prior to being elected Chickasaw County Sheriff in November of 2012, I was a criminal investigator for the previous fifteen plus years. This department has utilized the services of CVFF for situations too numerous to count.

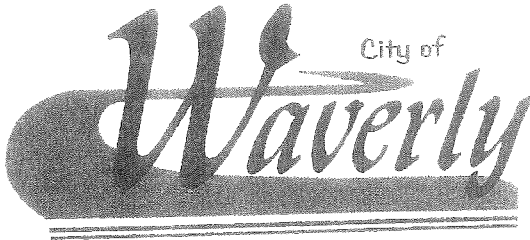
My agency has had CVFF providing assistance on scene or at our local hospital with victims of sexual assaults or domestic violence. CVFF has provided shelter, clothes or transportation to those in need. They've answered questions and helped victims obtain no-contact orders from their domestic partners.

I can't recall any situation in which my office has requested assistance from Cedar Valley Friends of the Family and have been told, "No, we can't help you."

I can't thank CVFF enough for their sacrifice and time they've given to the citizens of Chickasaw County and the surrounding areas. Cedar Valley Friends of the Family is such an invaluable tool for law enforcement and for the betterment of our communities, they wholeheartedly deserve any available financial funding.

Respectfully submitted;


Todd W. Miller
Sheriff



Police Department

Richard R. Pursell
Chief of Police

Captain Jason S. Leonard
Investigation & Administration

Captain Donald F. Eggleston
Patrol Division

111 4th Street NE
Waverly, IA 50677

Administrative: (319) 352-5400
Administrative Fax: (319) 352-0234
Law Enforcement Center Fax: (319) 352-2708

February 7, 2013

Ben Brustkern
Cedar Valley Friends of the Family
P.O. Box 784
Waverly, IA 50677

Mr. Brustkern:

As the Chief of Police for the City of Waverly, I am writing this letter of support for the Cedar Valley Friends of the Family's application for the Crime Victim Assistance Division (CVAD) grant. My experience with this agency has come through a shared role in working with victims of domestic abuse, sexual abuse, and child abuse/neglect for the past several years.

I understand the competitive nature of most grants and the position agencies find themselves in when trying to award dollars. I can attest that supporting the Cedar Valley Friends of the Family's grant will help fund a true need in this region. These funds will help provide some essential services such as a 24-hour emergency shelter for victims, counseling, support groups, community education to name just a few.

The Waverly Police Department has an officer sitting on the Cedar Valley Friends of the Family board which assists in open communication between law enforcement and crisis intervention and prevention.

I hope you will carefully consider this grant request and firmly believe it is vital to the Waverly community.

Respectfully,


Richard Pursell
Chief of Police

Appendix B8

NASHUA POLICE DEPARTMENT

402 Main St. Nashua, IA.

Phone 641-435-2068

Fax 641-435-2652



February 4, 2013

Cedar Valley Friends of the Family
PO Box 784
Waverly, Iowa 50677

CFVV

I am writing this letter in support of emergency shelter services that your organization has graciously offered for victims of domestic violence and sexual assaults. This is one resource that a victim can have at their disposal during these times of despair. Your organization also makes sure the victims' needs are met whether it would be food, shelter, clothing or medical needs. You also offer counseling for the families and programs to educate the general public.

Cedar Valley Friends of the Family is just another tool the police department can use when we are called to these situations. I am certain that your services will help put the victims more at ease during these stressful times in their lives.

I am in hopes that your organization can continue to offer these much needed services to our region.

Ernest D. Willsher
Police Chief
Nashua Police Department



HELPING
SERVICES
FOR
NORTHEAST IOWA

Administrative Office
P.O. Box 372
Decorah, IA 52101
Phone: 563-387-1720
Fax: 563-382-5730
info@helpingservices.org

Satellite Offices
2728 Asbury Rd, Suite 510
Dubuque, IA 52001
Phone: 563-582-5317
Fax: 563-582-1086

9 South Main Street
P.O. Box 75
Fayette, Iowa 52142

P.O. Box 493
Manchester, IA 52057
Phone: 563-379-3454
Fax: 563-927-4860

P.O. Box 524
Postville, IA 52162
Phone: 563-864-7163
Fax: 563-864-7173

Domestic and Sexual
Abuse Resource Center
Crisis Line: 800-383-2988
or 563-382-2989

January 30, 2013

Ben Brustkern
Executive Director
Cedar Valley Friends of the Family
PO Box 784
Waverly, IA 50677

Dear Mr. Brustkern,

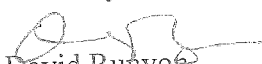
Thank you for giving Helping Services for Northeast Iowa the opportunity to support your proposal to provide sheltering and housing services to the northeast Iowa area, known as Crime Victim Assistance Region 3. The partnership we have formed with you will provide strong service coverage for victims of domestic violence and provides for a strong and supportive web of safety for survivors throughout the region. Thank you for the leadership you have provided in pulling this vision and plan together.

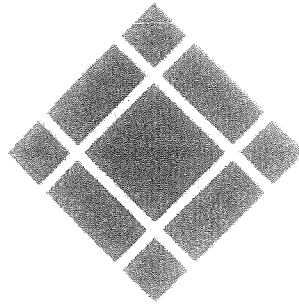
The history of our work together goes back many years and our experience with Cedar Valley Friends of The Family reinforces our commitment and support to your plan to provide a full range of services. These services include temporary emergency housing, case management, and support as survivors navigate their way through a unique set of choices and decisions. Of course there is much more to the list of services. We are especially pleased that you understand and affirm the emerging best practices of rapid re-housing and support for survivors as they remain in their chosen community.

We know from experience that Cedar Valley Friends of the Family staff are able to provide survivors a welcoming, hopeful, and safe place to make decisions. We know, too, that your staff, your administration, and your volunteers, including your board of directors, share an understanding of the strengths of survivors and that this understanding is the foundation of your vision and mission driven work.

Now you have the opportunity to take this good work to a broader community. Your experience and your vision prepare you for this broader challenge and we at Helping Services are pleased to support you in this effort.

Sincerely,


David Ruhyon
Executive Director



Cedar Valley Friends of the Family
PO Box 784 Waverly, Iowa 50677
Phone: 319-352-1108
Fax: 319-483-1730
www.cvfriendingsofthefamily.org

**Memorandum of Understanding
Between Cedar Valley Friends of the Family
and the First Judicial District Department of Correctional Services**

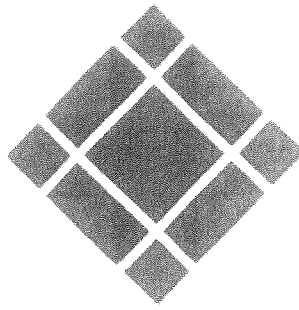
Cedar Valley Friends of the Family enters into a Memorandum of Understanding with the First Judicial District Department of Correctional Services to serve survivors of domestic and sexual violence in Allamakee, Black Hawk, Clayton, Buchanan, Chickasaw, Dubuque, Howard, Winneshiek, and Fayette Counties in Northeast Iowa.

The purpose of this Memorandum of Understanding is to ensure that all domestic and sexual violence survivors who are under supervision of the First Judicial District Department of Correctional Services, or who have requested victim services or referrals from the First Judicial District Department of Correctional Services, and are in need of shelter services to seek safety from a domestic violent or sexual assault situation will be referred to Cedar Valley Friends of the Family that support the survivor's needs through coordinated, safe and effective practice and policy. Cedar Valley Friends of the Family and the First Judicial District Department of Correctional Services agree that ending domestic and sexual violence is a shared community responsibility.

The signatures listed represent a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Provide safe and confidential sheltering services to survivors of domestic and sexual violence in Northeast Iowa, including those who may be under the supervision of the First District
- Obtain information on the victim's offender from magistrate, jail or dispatch
- Inform the victim of the status of the suspect, the criminal process, legal rights and options, and available services
- Provide materials and information on domestic and sexual violence and available sheltering services



- Be available to any probation or parole officer for consultation, technical assistance, cross training, and problem solving around the complex issues of domestic and sexual violence

First Judicial District Department of Correctional Services agrees to:

- Have information regarding the sheltering services offered at Cedar Valley Friends of the Family available to everyone under supervision and may be survivors of domestic or sexual violence
- Encourage those who are under supervision of the First District and who may be survivors of domestic or sexual violence to contact Cedar Valley Friends of the Family for sheltering services when they are in need of safety
- Be available to domestic and sexual assault advocates for consultation, technical assistance, cross training, and problem solving around sexual violence and corrections

Ben Brustkern

Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

2-1-2013

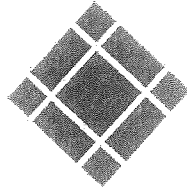
Date

Karen E. Herkelman

Karen Herkelman, District Director
Iowa Department of Correctional Services, First Judicial District

1-30-13

Date



Cedar Valley Friends of the Family
PO Box 784 Waverly, Iowa 50677
Phone: 319-352-1108
Fax: 319-483-1730
www.cvfriendedsofthefamily.org

**Memorandum of Understanding Between
Cedar Valley Friends of the Family
and
Catholic Charities**

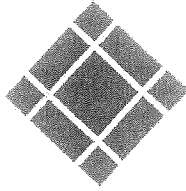
Cedar Valley Friends of the Family (CVFF) enters into a Memorandum of Understanding with Catholic Charities serving victims of domestic and sexual violence in Allamakee, Benton, Black Hawk, Bremer, Buchanan, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Howard, Jones, Linn, and Winneshiek Counties.

The purpose of this Memorandum of Understanding is to ensure that all victims of domestic and sexual violence who use Catholic Charities and Cedar Valley Friends of the Family will receive services that support the victim's needs through coordinated, safe, and effective practice and policy.

CVFF and Catholic Charities agree that ending sexual and domestic violence is a shared community responsibility. The signatures listed below represent a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Refer victims of domestic and sexual violence to Catholic Charities for counseling services and any other needs as appropriate
- Provide consultation to joint clients with a signed release of information
- Participate in all cross-training opportunities to learn more about mental health
- Work together on a more complete protocol between CVFF and Catholic Charities to jointly serve victims of domestic and sexual violence



Catholic Charities agrees to:

- Refer clients who may be victims of domestic or sexual violence to CVFF emergency sheltering services when safety is needed
- Provide CVFF's Mobile Case Manager with drop-in space to meet confidentially with clients in Catholic Charities' Waterloo and Cedar Rapids offices
- Participate in all cross-training opportunities to learn more about domestic and sexual violence
- Work together on a more complete protocol between CVFF and the Catholic Charities to jointly serve victims of domestic and sexual violence in terms of safety and self-sufficiency

Ben Brustkern

Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

2/26/13

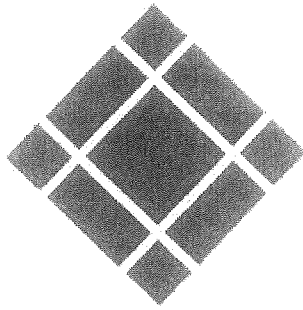
Date

Tracy Morrison

Tracy Morrison, Executive Director
Catholic Charities

02/21/13

Date



Cedar Valley Friends of the Family
PO Box 784 Waverly, Iowa 50677
Phone: 319-352-1108
Fax: 319-483-1730
www.cvfriendedsofthefamily.org

**Memorandum of Understanding
Cedar Valley Friends of the Family, and
Northeast Iowa Behavioral Health,
Pathways Behavioral Services, Substance Abuse Services
Center, Foundation 2, Area Substance Abuse Council,
Abbe Center for Community Mental Health, and
County Social Services**

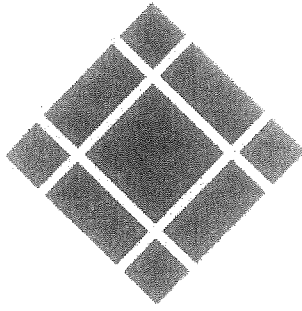
Cedar Valley Friends of the Family enters into a Memorandum of Understanding with the following agencies providing mental health and substance abuse treatment in Region 3: : Northeast Iowa Behavioral Health (NEIBH) in Winneshiek, Allamakee, Howard, Clayton, and Fayette Counties; Pathways Behavioral Health in Black Hawk, Bremer, Buchanan, Butler, and Chickasaw; Foundation 2 in Cedar Rapids; Substance Abuse Services Center (SASC) in Dubuque and Delaware Counties; and Area Substance Abuse Council (ASAC) of Cedar Rapids in Linn, Jones and Benton Counties, Abbe Center for Community Mental Health in Linn, Benton, Jones, Buchanan, and Fayette, and County Social Services coordinator of mental health services in Region 3.

The purpose of this Memorandum of Understanding is to ensure that all victims of domestic violence and sexual assault who use Northeast Iowa Behavioral Health, Pathways Behavioral Health, Foundation 2, Substance Abuse Services Center, Area Substance Abuse Council and sheltering services provided by Cedar Valley Friends of the Family will receive services that support the survivor's needs through coordinated, safe and effective practice and policy.

These providers all agree that ending intimate partner violence is a shared community responsibility. The signatures listed below represent a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Offer the services of the partnering substance abuse and mental health treatment centers to victims of domestic and sexual violence who are utilizing CVFF's




sheltering services, refer to the appropriate agency, and support them in scheduling and keeping their appointments as needed

- Provide consultation with staff of partnering agencies about joint clients with a signed release of information
- Participate in cross-training opportunities to learn more about substance abuse and mental health as it correlates to domestic and sexual violence
- Work together on enhancing or creating a set of protocol each partnering agency to jointly serve victims of violence with substance abuse and mental health needs
- Provide an advocate, as available, for educational sessions on domestic violence and sexual assault with support groups of partnering agencies

The undersigned Providers of Mental Health and Substance Abuse Services agree to:

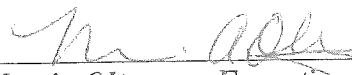
- Refer clients who are fleeing domestic violence or sexual assault to the sheltering services and housing programs offered at Cedar Valley Friends of the Family
- Offer confidential counseling space as needed for joint clients
- Participate in cross-training opportunities to learn more about domestic violence and sexual assault and its intersection with substance abuse and mental health
- Work together on a more complete protocol to jointly serve victims of violence who are also affected by substance abuse and/or mental health issues
- Invite an advocate to provide educational sessions during support groups



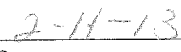
Ben Brustkern, Executive Director
Cedar Valley Friends of the Family
Waverly, Iowa




Date



Marcia Oltrogge, Executive Director
Northeast Iowa Behavioral Health
Decorah, Iowa



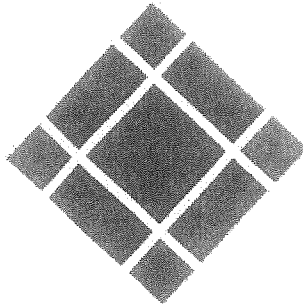
Date



Chris Hoffman, Executive Director
Pathways Behavioral Services
Waterloo, Iowa



Date



Diane Thomas

Diane Thomas, Executive Director
Substance Abuse Services Center
Dubuque, Iowa

2/6/13
Date

Barbara Gay

Barbara Gay, Executive Director
Foundation 2
Cedar Rapids, Iowa

2/6/13
Date

John Garringer

John Garringer, Executive Director
Area Substance Abuse Council
Cedar Rapids, Iowa

2/6/13
Date

Bob Lincoln

Bob Lincoln, Administrator
County Social Services

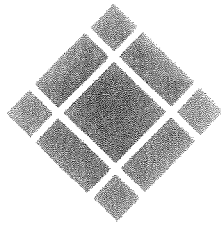
2-11-2013
Date

Note: Abbe Center for Community Mental Health, Inc. agrees to refer clients who are survivors of domestic violence and in need of housing services, and to accept referrals from Cedar Valley Friends of the Family.

Cindy Kaesther

Cindy, Kaesther, Vice President/Executive Director
Abbe Center for Community Mental Health
Cedar Rapids

2-6-13
Date



Cedar Valley Friends of the Family
PO Box 784 Waverly, Iowa 50677
Phone: 319-352-1108
Fax: 319-483-1730
www.cvfriendsofthefamily.org

**Memorandum of Understanding
Between Cedar Valley Friends of the Family and
Dubuque YMCA/YWCA**

Cedar Valley Friends of the Family (CVFF) enters into a Memorandum of Understanding with Dubuque YMCA/YWCA serving victims of domestic violence in Dubuque County, Iowa and Northeast Iowa's Region 3. The purpose of this Memorandum of Understanding is to ensure that all victims of domestic violence who use the sheltering services of the Dubuque YMCA/YWCA and CVFF will receive services that support the victim's needs through coordinated, safe and effective practice and policy.

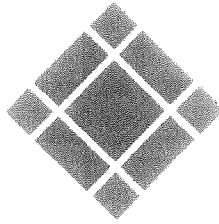
Both programs agree that ending intimate partner violence is a shared community responsibility and the signatures listed represent a commitment to work together toward these ends.

Dubuque YMCA/YWCA agrees to:

- Provide comprehensive emergency shelter services for victims of domestic violence in Dubuque County
- Provide comprehensive emergency shelter services for victims of domestic violence from Northeast Iowa's Region 3 when there is room, and a victim from Region 3 needs safety
- Provide for the basic needs of YMCA/YWCA New Beginnings Shelter guests regarding food, clothing, transportation, and medical needs
- Collaborate with Cedar Valley Friends of the Family regarding case management, housing, and referrals for shelter guests
- Collaborate with Cedar Valley Friends of the Family to review sheltering policies and practices to assure client-centered sheltering services are delivered
- Refer other-than Dubuque County Region 3 requests for shelter to CVFF
- Track shelter statistics and provide these to CVFF so as to maintain an accurate picture of the sheltering needs in Dubuque County and Region 3

Cedar Valley Friends of the Family agrees to:

- Provide referrals to the YMCA/YWCA New Beginnings Shelter for victims of domestic violence in Dubuque County who need safety and wish to remain in their community



- Collaborate with Dubuque YMCA/YWCA in regards to case management, housing, and referrals for the guests of the YWCA New Beginnings Shelter
- Collaborate with Dubuque YMCA/YWCA to provide other shelter options for victims with physical limitations who may not be able to stay at the YWCA shelter
- Collaborate with Dubuque YMCA/YWCA to review sheltering policies and practices to assure client-centered sheltering services are delivered
- Collaborate with Dubuque YMCA/YWCA regarding the tracking of statistics to accurately reflect sheltering needs of Dubuque County and Region 3
- Provide emergency shelter for victims of domestic violence and sexual assault in Northeast Iowa's Region 3 including Dubuque County
- Provide for the basic needs of CVFF shelter guests regarding food, clothing, and medical needs

B. Btk
Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

2-11-2013
Date

Toby Wisecup
Toby Wisecup, Executive Director
Dubuque YMCA/YWCA

2/7/2013
Date



Memorandum of Understanding Between Cedar Valley Friends of the Family, Helping Services for Northeast Iowa, and Riverview Center

Cedar Valley Friends of the Family, Waverly; Helping Services for Northeast Iowa, Decorah; and Riverview Center; Dubuque enter into a Memorandum of Understanding as providers of services for victims of domestic violence and sexual assault in Region 3.

The purpose of this Memorandum of Understanding is to ensure that each victim or survivor of domestic violence and sexual assault who seeks the services of Cedar Valley Friends of the Family for shelter, the Domestic Abuse Resource Center of Helping Services for domestic violence services, or Riverview Center for sexual assault services or victims who presents in other settings in Region 3 will receive comprehensive services that are coordinated to meet the victim's needs and choices. Services will be welcoming, strength-based, inclusive, hopeful, empowering, and based on best practice and policy.

The partners agree that ending domestic violence and sexual abuse are a shared community responsibility. Each signature listed below represents a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Provide safe, confidential, and accessible sheltering services to survivors of domestic and sexual violence in Region 3 in Northeast Iowa following a needs assessment, including shelter in the form of:
 - Friends' House in Waverly
 - Hotel/motels scattered throughout Region 3
 - Safe homes scattered throughout Region 3
 - Partnerships with other traditional shelters throughout Region 3
- Provide quality and strength-based case management services to all victims of domestic violence or sexual assault who are being sheltered in Northeast Iowa Region 3
- Provide rapid re-housing assistance to victims of domestic violence in Region 3 through the use of CVAD funds in conjunction with other local supports
- Staff and operate the Region 3 domestic abuse crisis line from 5pm through 8am the next workday, including weekends and holidays
- Communicate with Helping Services each business day to relay any messages related to the crisis line
- Continue to collaborate and problem-solve with Helping Services related to the provision of the domestic abuse crisis line
- Provide comprehensive domestic abuse and sexual assault advocacy to all guests of Friends' House in Waverly



- Provide coordinated outreach and cross-training to allied professionals in Region 3 with advocates from Riverview Center and Helping Services
- Refer victims to Helping Services for Northeast Iowa for domestic violence services and to Riverview Center for sexual assault services following a needs assessment
- Sub-contract with Riverview Center to support a regional Volunteer Coordinator who will coordinate recruitment, screening, interviewing, training, supporting, and certifying volunteers for all three victim service agencies
- Cooperate in providing dual training of staff and volunteers on issues of domestic violence and sexual assault
- Provide confidential space for Riverview Center and Helping Services advocates to meet with clients
- Provide joint community trainings or educational presentations
- Implement a Region 3 Victim Services Advisory Board with members representing all areas of the region in varying sectors of the community
- Provide safe, accessible and confidential shelter services to underserved populations including, but not limited to children, individuals with disabilities, LGBTQ persons, and minority populations
- Partner with Riverview Center and Helping Services to hold community events and open houses to introduce/explain services following the announcement of funding awards
- Invite local media contacts to cover community events following the announcement of funding awards

Helping Services for Northeast Iowa agrees to:

- Provide office and/or counseling space for advocates from Cedar Valley Friends of the Family and Riverview Center in Postville, Decorah, Dubuque, Fayette, and Manchester
- Provide comprehensive domestic abuse services in counseling space at Cedar Valley Friends in Waverly and at Riverview Center in Dubuque
- Co-locate comprehensive services with Riverview Center in Waterloo and Cedar Rapids.
- Staff the Region 3 domestic abuse crisis line during business hours and roll the line over to the Cedar Valley Friends of the Family phone line during non-business hours
- Contact Cedar Valley Friends of the Family at 8am and 5pm each business day to communicate any messages related to the crisis line
- Continue to collaborate and problem-solve with Cedar Valley Friends of the Family related to the provision of the domestic abuse crisis line
- Provide coordinated outreach and cross-training to allied professionals in Region 3 with advocates from Riverview Center and Cedar Valley Friends of the Family
- Refer victims of domestic violence to Cedar Valley Friends of the Family for shelter programming and to Riverview Center for sexual assault services following a needs assessment




- Sub-contract with Riverview Center to support a regional Volunteer Coordinator who will coordinate recruitment, screening, interviewing, training, supporting, and certifying volunteers for all three victim service agencies
- Cooperate in providing dual training of staff and volunteers on issues of domestic violence and sexual assault
- Provide joint community trainings or educational presentations
- Implement a Region 3 Victim Services Advisory Board with members representing all areas of the region in varying sectors of the community
- Provide cooperative outreach to the underserved populations in the prison system, LGBTQ, children, individuals with disabilities who have experienced sexual or domestic violence, and minority populations.
- Partner with Riverview Center and Cedar Valley Friends of the Family to hold community events and open houses to introduce/explain services following the announcement of funding awards
- Invite local media contacts to cover community events following the announcement of funding awards

Riverview Center agrees to:

- Provide office and/or counseling space for advocates from Cedar Valley Friends of the Family and Helping Services in Dubuque
- Provide comprehensive sexual abuse services in counseling space at Cedar Valley Friends in Waverly and at Helping Services' offices in Postville, Decorah, Manchester, and Fayette
- Co-locate comprehensive services with Helping Services in Waterloo and Cedar Rapids.
- Provide coordinated outreach and cross-training to allied professionals in Region 3 with advocates from Helping Services and Cedar Valley Friends of the Family
- Refer survivors of sexual assault to Cedar Valley Friends of the Family for shelter programming and to Helping Services for domestic abuse services following a needs assessment
- Employ a Volunteer Coordinator who will coordinate recruitment, screening, interviewing, training, supporting, and certifying volunteers for all three victim service agencies, with Riverview Center and Cedar Valley Friends of the Family contracting for the service
- Cooperate in providing dual training of staff and volunteers on issues of domestic violence and sexual assault
- Provide joint community trainings or educational presentations
- Implement a Region 3 Victim Services Advisory Board with members representing all areas of the region in varying sectors of the community
- Provide cooperative outreach to the underserved populations in the prison system, LGBTQ, children, individuals with disabilities who have experienced sexual or domestic violence, and minority populations.



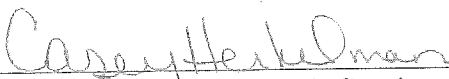
- Partner with Cedar Valley Friends of the Family and Helping Services to hold community events and open houses to introduce/explain services following the announcement of funding awards
- Invite local media contacts to cover community events following the announcement of funding awards



Ben Brustkern, Executive Director
 Cedar Valley Friends of the Family, Waverly

2/14/13

 Date



Casey Herkelman, Crisis Services Director
 Cedar Valley Friends of the Family, Waverly

2/14/13

 Date



David Runyon, Executive Director
 Helping Services for Northeast Iowa, Decorah

2-20-13

 Date



Linda Watson, Associate Director
 Helping Services for Northeast Iowa, Decorah

2/20/13

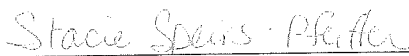
 Date



Josh Jasper, President/CEO
 Riverview Center, Dubuque

2/14/13

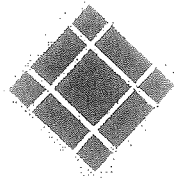
 Date



Stacie Speirs-Pfeiffer, Vice President
 Riverview Center, Dubuque

2/14/13

 Date



Cedar Valley Friends of the Family
PO Box 784 Waverly, Iowa 50677
319.352.1108
www.cvfriendsofthefamily.org

**Memorandum of Understanding
Between Cedar Valley Friends of the Family
and Planned Parenthood of the Heartland**

Cedar Valley Friends of the Family enters into a Memorandum of Understanding with Planned Parenthood of the Heartland to serve survivors of domestic and sexual abuse in Northeast Iowa.

This purpose of this Memorandum of Understanding is to ensure that all victims of domestic and sexual abuse who use the sheltering services of Cedar Valley Friends of the Family will receive services that support the victim's needs through coordinated, safe and effective practice and policy. Cedar Valley Friends of the Family and Planned Parenthood of the Heartland agree that ending intimate partner violence is a shared community responsibility.

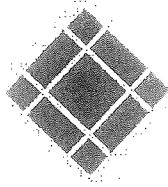
The signatures listed represent a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Provide information and referrals to Planned Parenthood of the Heartland's services to shelter guests.
- Incorporate information regarding sexual and reproductive health into survivors' education materials, including support group.
- Coordinate with Planned Parenthood regular times during which survivors can gather and participate in learning about Planned Parenthood services, family planning, sexually transmitted infections, and healthy relationships.
- Make Planned Parenthood materials and information available to survivors.
- Provide materials regarding domestic and sexual abuse and sheltering services to Planned Parenthood to make available to their clients/patients.

Planned Parenthood of the Heartland agrees to:

- Provide information and referral regarding Cedar Valley Friends of the Family's sheltering services to clients/patients who are survivors of domestic and sexual abuse and may be seeking safety.
- Provide information and materials for Cedar Valley Friends of the Family to make available to survivors.
- Make Cedar Valley Friends of the Family materials available to their clients/patients.



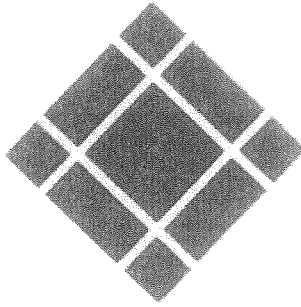
- Coordinate with Cedar Valley Friends of the Family to hold regular informational sessions for shelter guests to learn and ask questions about their services, family planning, sexually transmitted infections, and healthy relationships.

Ben Brustkern
Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

2/4/13
Date

Jill June
Name, Title **JILL JUNE** **PRESIDENT/CEO**
Planned Parenthood of the Heartland

1/29/13
Date



Cedar Valley Friends of the Family
PO Box 784 Waverly, Iowa 50677
Phone: 319-352-1108
Fax: 319-483-1730
www.cvfriendedsofthefamily.org

**Memorandum of Understanding
Between Cedar Valley Friends of the Family
and County Attorneys in Region 3**

Cedar Valley Friends of the Family enters into a Memorandum of Understanding with Black Hawk County Attorney, Waterloo; Bremer County Attorney, Waverly; Dubuque County Attorney, Dubuque; Fayette County Attorney, West Union; Linn County Attorney, Cedar Rapids; and Winneshiek County Attorney, Decorah.

The purpose of this Memorandum of Understanding is to ensure that all victims of domestic violence and sexual assault who use the services of each County Attorney and Cedar Valley Friends of the Family will receive services that support the victim's needs through coordinated, safe and effective practice and policy.

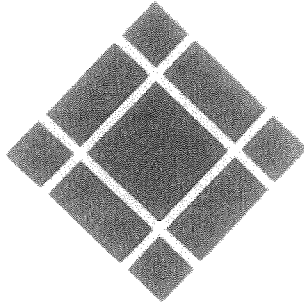
The following partners agree that ending intimate partner violence is a shared community responsibility. Each signature represents a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Provide an trained advocate for all victims who are utilizing Waverly's Friends' House shelter for support through the court process
- Communicate supportively and in a timely manner with the victim regarding their case, the criminal process, legal rights and options, and available services
- Be available to all County Attorneys for consultation, technical assistance, cross training, and problem solving around issues of domestic violence and sexual assault

The Undersigned County Attorneys agrees to:

- Provide victims with a information about sheltering services and housing programs offered at Cedar Valley Friends of the Family
- Encourage the victim to call Cedar Valley Friends of the Family
- Contact Cedar Valley Friends of the Family with the victim's name and contact information with the victim's permission if they wish to seek sheltering services through CVFF



- Prosecute perpetrators of domestic violence and sexual assault
- Be available to Cedar Valley Friends of the Family for consultation, technical assistance, cross training, and problem solving around issues of domestic violence and sexual assault

Ben Brustkern
Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

01/26/13
Date

Andy Van Der Maaten
Andy Van Der Maaten, Winneshiek County Attorney
Winneshiek County Attorney's Office

February 21, 2013
Date

Wayne Sauer
Wayne Sauer, Fayette County Attorney
Fayette County Attorney's Office

2-19-13
Date

Kasey Wadding
Kasey Wadding, Bremer County Attorney
Bremer County Attorney's Office

2/6/2013
Date

Ralph Potter
Ralph Potter, Dubuque County Attorney
Dubuque County Attorney's Office

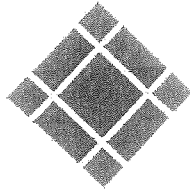
2/13/13
Date

Jerry Vander Sanden
Jerry Vander Sanden, Linn County Attorney
Linn County Attorney's Office

2/19/13
Date

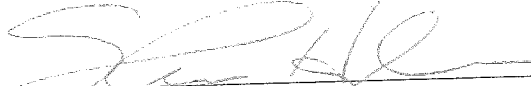
Tom Ferguson
Tom Ferguson, Black Hawk County Attorney
Black Hawk County Attorney's Office

2/5/2013
Date



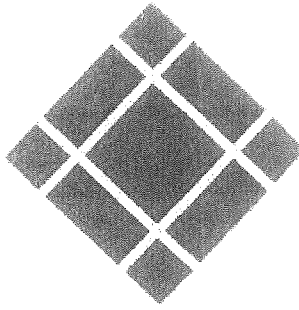
John Bernau, Delaware County Attorney
Delaware County Attorney's Office

Date



Shawn Harden, Buchanan County Attorney
Buchanan County Attorney

2-19-13
Date



Cedar Valley Friends of the Family
P.O. Box 784 Waverly, Iowa 50677
Phone: 319-352-1108
Fax: 319-483-1730
www.cvfriendedsofthefamily.org

Memorandum of Understanding Between Cedar Valley Friends of the Family and Sheriff's Departments in Region 3

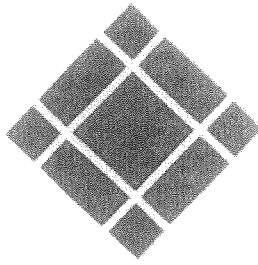
Cedar Valley Friends of the Family enters into a Memorandum of Understanding with Allamakee County Sheriff's Office, Waukon; Black Hawk County Sheriff's Department, Waterloo; Bremer County Sheriff's Department, Waverly; Buchanan County Sheriff's Department, Independence; Clayton County Sheriff's Department, Elkader; Delaware County Sheriff's Department, Manchester; Dubuque County Sheriff's Department, Dubuque; Fayette County Sheriff's Department, West Union; Linn County Sheriff's Department, Cedar Rapids; and Winneshiek County Sheriff's Department, Decorah.

The purpose of this Memorandum of Understanding is to ensure that all victims of domestic violence who use the services of each Sheriff's Department and Cedar Valley Friends of the Family for shelter will receive services that support the victim's needs through coordinated, safe and effective practice and policy.

The following partners agree that ending intimate partner violence is a shared community responsibility. Each signature listed below represents a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Provide sheltering and housing services to victims of domestic and sexual violence in Northeast Iowa Region 3
- Provide sheltered victims with a trained advocate for communication with law enforcement regarding their case
- Communicate supportively and in a timely manner with the victim regarding the suspect, the criminal process, legal rights and options, and available services
- Provide deputies with material regarding available sheltering services to assist them in supporting victims
- Be available to any Department or Deputy for consultation, technical assistance, cross training, and problem solving around issues of domestic violence



The Undersigned Sheriff's Departments agrees to:

- Provide victims with information about sheltering services available through Cedar Valley Friends of the Family
- Encourage the victim to call the Cedar Valley Friends of the Family
- Provide referrals to the Cedar Valley Friends of the Family when aware that a victim of domestic or sexual violence is in need of safety and possibly shelter
- Provide Cedar Valley Friends of the Family with the victim's name and contact information with the victim's permission
- Perform follow-up investigations on all domestic and sexual violence cases
- Be available to Cedar Valley Friends of the Family for consultation, technical assistance, cross training, and problem solving around issues of domestic violence

B. Btl
Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

2-11-13
Date

Clark A. Mellick
Clark Mellick, Sheriff
Allamakee Sheriff's Department

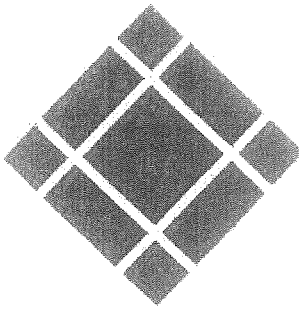
1/28/2013
Date

Michael J. Tschirgi
Mike Tschirgi, Sheriff
Clayton County Sheriff's Department

1-31-2013
Date

Martin Fisher
Martin Fisher, Sheriff
Fayette County Sheriff's Department

2-1-2013
Date



Leon Bohr

Leon Bohr, Sheriff
Winneshiek County Sheriff's Department

1-24-13

Date

Dan Pickett

Dan Pickett, Sheriff
Bremer County Sheriff's Department

2-6-13

Date

Bill Wolfgram

Bill Wolfgram, Sheriff
Buchanan County Sheriff's Department

02/19/13

Date

Donald Vrotsos

Donald Vrotsos, Sheriff
Dubuque County Sheriff's Department

2/8/13

Date

John LeClare

John LeClare
Delaware County Sheriff's Department

02/18/2013

Date

Tony Thompson

Tony Thompson, Sheriff
Black Hawk County Sheriff's Department

2-19-13

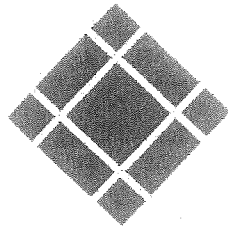
Date

Brian D. Gardner

Brian D. Gardner, Sheriff
Linn County Sheriff's Department

2-15-13

Date



Memorandum of Understanding Between Cedar Valley Friends of the Family and Hospitals in Region 3

Cedar Valley Friends of the Family and its domestic abuse/sexual assault safe shelter, enter into a Memorandum of Understanding with The Finley Hospital in Dubuque, St. Luke's Hospital in Cedar Rapids, Allen Memorial Center in Waterloo, and the Waverly Health Center in Waverly.

This purpose of this Memorandum of Understanding is to ensure that all victims of domestic violence and sexual assault who use the services of each hospital and Cedar Valley Friends of the Family's emergency safe shelter will receive services that support the victim's needs through coordinated, safe and effective practice and policy.

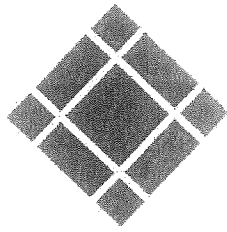
The following partners agree that ending intimate partner violence is a shared community responsibility. Each signatures listed represent a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Provide a trained advocate to Friends House shelter guests for support in communicating with medical professionals in regards to their conditions as a result of domestic violence or sexual assault and the sometimes long-term effects of trauma
- Provide information and guidance to shelter guests regarding medical insurance and the medical system
- Be available to any nurse or doctor for consultation, technical assistance, cross training, and problem solving around issues of domestic violence and sexual assault

The undersigned providers of medical care agree to:

- Encourage the victim to call Cedar Valley Friends of the Family if shelter is needed
- Provide referrals to Cedar Valley Friends of the Family after being notified of a domestic violence or sexual assault incident where the victim may need a safe place to stay
- Provide Cedar Valley Friends of the Family with the victim's name and contact information with the victim's permission
- Be available to Cedar Valley Friends of the Family for consultation, technical assistance, cross training, and problem solving around issues of domestic violence and sexual assault



Ben Brustkern

Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

2/15/13

Date

Diana Batchelor Lovewell

Diana Batchelor, Chief Nursing Officer
The Finley Hospital, Dubuque

3/11/13

Date

Kyle Richards

Kyle Richards, CEO
Waverly Health Center

2/15/13

Date

Ted Townsend, CEO
St. Luke's Hospital

Date

Christopher Hill, D.O.
Physician Director, Emergency Department and Critical Care
Allen Memorial Hospital

Date

John Kelly

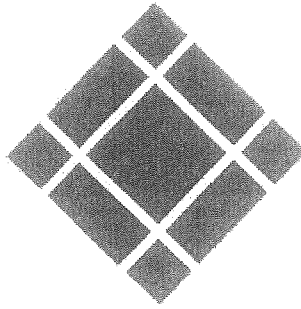
John Kelly RN
Nursing Supervisor - Emergency Department
Winneshiek Medical Center

2-19-13

Date

Judy Mudgett RN
ER Manager
Mercy Hospital of Franciscan Sisters

2/20/13



Cedar Valley Friends of the Family
PO Box 784 Waverly, Iowa 50677
Phone: 319-352-1108
Fax: 319-483-1730
www.cvfriendedsofthefamily.org

**Memorandum of Understanding
Between Cedar Valley Friends of the Family
and Northeast Iowa Community Action Corporation**

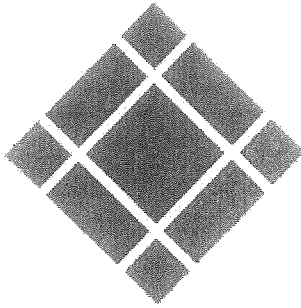
Cedar Valley Friends of the Family enter into a Memorandum of Understanding with Northeast Iowa Community Action Corporation serving low income individuals and families in Allamakee, Bremer, Chickasaw, Clayton, Fayette, Howard and Winneshiek Counties in Region 3.

The purpose of this Memorandum of Understanding is to ensure that all victims of domestic or sexual violence who use the services of Northeast Iowa Community Action Corporation (NEICAC) and Cedar valley Friends of the Family will receive services that support the victim's needs through coordinated, safe and effective practice and policy.

Cedar Valley Friends of the Family and Northeast Iowa Community Action agree that ending domestic and sexual violence is a shared community responsibility. The signatures listed below represent a commitment to work together toward these ends.

Cedar Valley Friends of the Family agrees to:

- Refer clients who are utilizing CVFF's sheltering services to NEICAC for appropriate services
- Share information about NEICAC with clients of Cedar Valley Friends of the Family and support them in following through with a that contact
- Accept referrals from NICAC for sheltering services for those fleeing domestic violence or sexual assault
- Provide staff of NEICAC with information about CVFF's sheltering and housing programs to share with clients
- Cooperate in any cross training between the two agencies to increase the effectiveness of service to low income individuals and families
- Provide consultation with NEICAC staff about working with clients who have experienced domestic or sexual violence



Northeast Iowa Community Action Corporation (NEICAC) agrees to:

- Refer clients of NEICAC who are fleeing domestic violence or sexual assault to Cedar Valley Friends of the Family for sheltering and housing services
- Share information about CVFF with clients of NEICAC and support them in following through with a contact if they choose to do so
- Accept referrals from CVFF for services
- Provide CVFF staff with information and brochures to share with their clients
- Cooperate in any cross training between the two agencies to increase the effectiveness of service to low income individuals and families
- Provide consultation with CVFF staff about working with low income clients who have experienced domestic violence or sexual assault

Ben Brustkern
Ben Brustkern, Executive Director
Cedar Valley Friends of the Family

2-14-13
Date

Mary Ann Humpal
Mary Ann Humpal, Executive Director
Northeast Iowa Community Action Corporation

1-23-13
Date

Cedar Valley Friends of the Family
2012-2013 Board of Directors

Board Member Names:

Term:

Retired non-profit
Waverly, IA 50677

July 2008 - June 2011

, Board Chair
Retired teacher
Waverly, IA 50677

June 2009- June 2012

Banker
Shell Rock, IA 50670

June 2009 – June 2012

Waverly Police Department
Waverly, IA 50677

June 2009 – June 2012

Past Chair
City Council
Waverly, IA 50677

June 2010- June 2013

Lawyer
Waverly, IA 50677

July 2008 – June 2011

social work
Waverly, IA 50677

July 2011-July 2014

Finance
Waverly, IA 50677

July 2011-2014

Retired community member
Waverly, IA 50677

July 2012-2014

Executive Director
Ben Brustkern
P.O. Box 784
Waverly, IA 50677
319-352-1108

Cedar Valley
Friends of the Family



Region 3 Tri Agency Advisory Board

Bremer County, Iowa

Cresco, Iowa

Postville, Iowa

, RN

Executive Director

Waterloo, Iowa

Waterloo, Iowa

Black Hawk County, Iowa

, Executive Director

Cedar Rapids, Iowa

Cedar Falls, Iowa

Cedar Valley Friends of the Family Job Description

Job Title:	Executive Director
Reports To:	CVFF Board of Directors
Position Status:	Full-time Salaried Position
Job Summary:	Responsible for positive administration of non-profit agency operations and delivery of all victim advocacy, crisis intervention and prevention, homeless emergency shelter and transitional housing services and programs according to federal, state and local regulations.

Essential Responsibilities:

1. Administer all Cedar Valley Friends of the Family programs and services ensuring quality, accountability and open access according to agency By-Laws and Articles of Incorporation.
2. Plan and evaluate programs, propose annual goals and objectives to the Board of Directors for approval.
3. Propose an annual budget for approval by the Board of Directors.
4. Develop and implement agency funding strategies including investigating grant possibilities, developing and submitting applications and securing community funding.
5. Oversee collection and maintenance of accurate services data, statistics and reports required by the Board of Directors, funding sources, and other monitoring entities.
6. Develop and maintain agency program policy and procedure manuals obtaining approval by the Board of Directors.
7. Recruit, train, supervise, schedule and evaluate agency staff.
8. Represent agency at state / regional professional conferences, coalition meetings, interagency meetings, and community meetings as needed.
9. Collaborate with other area service providers for coordination of services, referrals, and programming possibilities.
10. Coordinate all agency public relations functions.
11. Coordinate the development and utilization of media materials for the purpose of public and client education and awareness.
12. Implement and administer policies approved by the Board of Directors.
13. Attend monthly Board of Directors' meetings and provide written executive director's monthly report.
14. Perform other duties as requested by Board of Directors.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of crime victims and their children who are affected by domestic violence and rape / sexual assault in a non-discriminating manner.
2. Provide direct client advocacy counseling and referral services as needed.
3. Participate in training and development sessions for volunteers and crisis services staff.
4. Participate in client staffings as needed to facilitate CVFF's comprehensive provision of services.
5. Establish and coordinate emergency shelter services and operations ensuring the safety of all clients, their children and staff.
6. Maintain CVFF's active membership status in ICADVA and ICASA including on-going networking with other victim services projects in the state.
7. Maintain a positive professional collaboration with law enforcement, prosecution and judicial systems within the CVFF service area.
8. Ensure CVFF's adherence to all grant requirements and certifications to maintain eligibility for funding.

Transitional Housing Functions:

1. Supervise the daily operations of the Transitional Housing Program providing direct over-sight to participant admissions, expenditures and performance of support services providers.
2. Develop and maintain up-to-date Transitional Housing Program procedure manual, participant referral and service documentation forms and participation informational materials for appropriate program use and distribution.
3. Meet with program participants as needed to interpret program guidelines including eligibility and performance requirements.
4. Establish and implement participant follow-up information and data collection procedures for the Transitional Housing Program to document on-going status of participants who have terminated active participation in the program.
5. Coordinate with the Administrative Services Director the collection of Supportive Housing Program participant data for entry in the HUD Annual Progress Review (APR) data system to generate an up-to-date monthly APR report resulting in a yearly HUD Annual Progress Review.
6. Provide public informational presentations promoting the agency's supportive housing program and the needs of homeless population.
7. Administer final financial over-sight related to all leasing, support services delivery, subcontracted services reimbursements, operations and annual audit.

Position Qualifications:

1. Bachelor Degree in social work, or related field and management level experience.
2. Previous experience in domestic violence or sexual assault program and demonstrated competency in crisis counseling, networking, advocacy and crisis intervention skills preferred.
3. Must know concepts of how to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation / recording techniques.
4. Must exhibit good leadership skills, oral and written communication skills, basic office skills, including management of work load, record keeping, computer skills, general clerical skills and basic accounting/finance skills.
5. Must exhibit ability to establish a team approach to management of work and delegation of responsibilities.
6. Must understand private non-profit structure and maintain a working relationship with the Board of Directors.
7. Ability to travel throughout the eleven county service area to provide in-person advocacy services and to other locations as necessary for training purposes.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of both myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Executive Director – Division of Responsibilities

Crisis Services Responsibilities	Transitional Housing Responsibilities
40%	10% Outreach 20% Operating 25% Case Management 5% Follow Up

Cedar Valley Friends of the Family Job Description

Job Title: Administrative Services Director

Reports To: Executive Director

Position Status: Full Time Salaried Position

Job Summary: Coordinate operating procedures and data documentation for Transitional Housing and Crisis Services Programs. Work closely with the Executive Director on community outreach, public relations and funds development.

Essential Services:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by domestic violence, sexual assault, and homelessness in a non-discriminating manner.
2. Uphold the belief that quality client services are our top priority.
3. Promote a healthy work environment.
4. Work as a team member in solving problems and improving service delivery.
5. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
6. Comply with agency policies and procedures
7. Attend agency staff meetings
8. Complete other duties as requested by the Executive Director.
9. Serve on the CVFF leadership team.

Administrative Responsibilities:

1. Coordinate a uniform business records system and daily office operating procedures and functions, including maintaining a current procedure manual that documents the processes utilized.
2. Maintain GL Accounting system to be utilized for processing vendor payments and expenses, deposits and monthly payroll expenditures.
3. Coordinate monthly expense voucher process and perform daily bank transactions and reconciliation.
4. Prepare interim and year-end financial reports (Balance sheet and Income statement) for periodic Finance Committee review.
5. Preparation and consultation with outside audit on completion of annual 990 Informational Tax return.
6. Conduct an annual review of GL account balances to verify their accuracy, and to verify that reporting is in conformance to Generally Accepted Accounting Principles.
7. Assist with client data collection and generation of monthly quarterly and annual reports.
8. Supervise maintenance staff and others responsible for the agency's physical facility.
9. Supervise Administrative Assistant duties
10. Supervise the coordination and management of donations given to CVFF from the community and ensure timely distribution to any Turning Point/CVFF clients.
11. Assist in facilitation of Board of Directors function, including record meeting minutes

Development Responsibilities

1. Coordinate, facilitate and implement current and new agency fundraising events
2. Work with ED to oversee donor identification, research, evaluation, cultivation and solicitation procedures for current and future development efforts
3. Assist ED in efforts to solicit individual donors, corporate sponsors and private gift/foundations.
4. Responsible with the ED for donor recognition
5. Recruit volunteers to assist with fundraising committees and events
6. Serve as agency liaison with CVFF Auxiliary

Outreach Responsibilities

1. Coordinate, organize and assist with annual agency events such as Volunteer Appreciation Day, DV/SA Awareness Month and Hunger and Homeless Awareness activities, etc.
2. Maintain and update agency website in collaboration with ED
3. Organize and edit newsletter, containing articles and images that help constituents understand and appreciate the work and mission of the agency.
4. Serve as agency photographer and archivist.

Transitional Housing Responsibilities:

1. Respond to phone calls and personal contacts with current and potential Transitional Housing participants and provide necessary information regarding availability of services.
2. Assist Transitional Housing Staff in the completion of Social History Assessment as part of the transitional housing program eligibility determination as requested
3. Provide basic information regarding Transitional Housing to assist caller in determining potential eligibility for program.
4. Assist with Transitional Housing outreach mailings and follow-up telephone calls.

Crisis Services Responsibilities:

1. Provide immediate crisis intervention as necessary pending referral of client to advocacy staff
2. Comply with training and confidentiality requirements as defined by Iowa law, funding sources and state coalitions.

Position Qualifications:

1. Associate Degree in office management or five years work experience in office management
2. Prefer previous experience in domestic violence or sexual assault program and demonstrated competency in crisis networking and crisis intervention skills.
3. Must demonstrate concepts of how to organize, prioritize and plan work to meet deadlines; office management techniques, data collection principles and confidentiality requirements.
4. Must demonstrate knowledge of Microsoft Office software and QuickBooks Accounting software.
5. Ability to be bonded for financial management.
6. Ability to complete Iowa 236 advocacy training within 30 days of employment.
7. Ability to travel throughout the nine county service area to provide support services as needed.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of both myself, the employee, and Cedar Valley Friends of the Family.

Signature Date

Administrative Services Director Division of Responsibilities

Crisis Services Responsibilities	Transitional Housing Responsibilities
50%	30% Outreach 20% Operations

Cedar Valley Friends of the Family Job Description

Job Title: Administrative Assistant

Reports To: Administrative Services Director

Position Status: Full-time, Salaried Position

Job Summary: Provide administrative support to management staff and other agency staff as assigned. Duties include general clerical, receptionist and project based work. Project a professional company image through in-person and phone interaction.

Essential Services:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by domestic violence, sexual assault, and homelessness in a non-discriminating manner.
2. Uphold the belief that quality client services are our top priority.
3. Promote a healthy work environment.
4. Work as a team member in solving problems and improving service delivery.
5. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
6. Comply with agency policies and procedures
7. Attend agency staff meetings
8. Complete other duties as requested by CVFF administration.

Administrative Services Responsibilities:

1. Answer telephones.
2. Meet and greet clients and visitors.
3. Create and modify documents using Microsoft Office.
4. Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
5. Maintain hard copy and electronic filing system.
6. Support management and staff in assigned project based work.
7. Accept, sort and distribute donations.
8. Fundraising and help develop marketing materials.
9. Develop and prepare quarterly agency newsletter.
10. Maintain agency mailing list.
11. Attend staff meetings, take and distribute minutes.
12. Maintain backup system daily.
13. Other duties as assigned.

Housing Responsibilities:

1. Respond to phone calls and personal contacts with current and potential housing participants and provide necessary information regarding availability of services.
2. Assist housing staff in the completion of the in-person uniform Social History Assessment as part of the program eligibility determination.
3. Provide basic information regarding housing to assist caller in determining potential eligibility for program.
4. Assist with housing outreach mailings and follow-up telephone calls.

Crisis Services Responsibilities:

5. Provide immediate crisis intervention as necessary pending referral of client to advocacy staff
6. Comply with training and confidentiality requirements as defined by Iowa law, funding sources and state coalitions.
7. Provide coverage for office and crisis line when Inclement Weather Policy is in effect.

Position Qualifications:

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
2. Knowledge of Microsoft Office and telephone protocol. Duties require professional verbal and written communication skills. This is normally acquired through one to three years of clerical experience.
3. Must demonstrate concepts of how to organize, prioritize and plan work to meet deadlines, confidentiality and observation/recording techniques. .
4. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
5. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of both myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Administrative Assistant Division of Responsibilities

Crisis Services Responsibilities	Housing Responsibilities
50%	30% Outreach 20% Follow-up

Cedar Valley Friends of the Family Job Description

Job Title: Housing Director

Reports To: Executive Director

Position Status: Full Time Salaried Position

Job Summary: Provide leadership and oversight to Cedar Valley Friends of the Family housing staff in a manner that will ensure the highest level of participant services and program accountability while empowering a positive work environment. Establish and maintain a network of collaborative partnerships with service related entities to facilitate optimum participant access to needed services

Essential Services:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of clients and their children who are affected by domestic violence, sexual assault and/or homelessness.
2. Serve on the CVFF leadership team.
3. Uphold the belief that quality client services are a top priority of CVFF
4. Promote a healthy work environment
5. Maintain up to date familiarity of agency policy and procedures in order to exercise good judgment in various situations
6. Represent CVFF at community and other program development meetings as requested.
7. Provide presentations to community groups desiring to learn more about CVFF programs and services.
8. Assist in the development of and writing of grant requests to support the on-going services of CVFF
9. Comply with project policies and procedures as defined by the administration of CVFF
10. Attend agency staff meetings
11. Complete other duties as requested by Executive Director
12. Participate in client staffings as needed to facilitate CVFF's thorough provision of services.
13. Assist in developing agency outreach materials for the purpose of education, prevention and public awareness for both adult and teen-age use.
14. Provide pre-approval over-sight for program expenditures related to participant needs and supportive services as requested by program staff. Submit pre-approval of expenditures to Executive Director for processing
15. Establish positive partnerships with service providers in the area served by the program to facilitate participant access to needed services.
16. Conduct regular and on-going oversight of participant case files to ensure documentation of services and verification documents are on file according to funding sources' expectations. Generate a written report to the Executive Director following each review

Transitional Housing Functions:

1. Supervise the work of all caseworkers employed by CVFF to assist Turning Point Rural Housing Program and Northeast Iowa Permanent Supportive Housing participants to facilitate each household's achievement of permanent housing and self-sufficiency.
2. Oversee the waiting list and ensure that it is maintained and social histories are scheduled and facilitated in a timely manner
3. Approve all sub-contracted community services provided to assist Turning Point Rural Housing Program participant households achieve permanent housing and self-sufficiency.
4. Assist in completion of potential participant intake/social history process, as necessary.
5. Coordinate the selection of appropriate safe housing for participants' and submit recommendation for housing placement for approval by the Executive Director
6. Ensure each participant is assigned to a caseworker responsible for implementing individualized services and monitor adherence to the minimum guidelines set forth in the transitional housing grant for participants
7. Ensure participants receive appropriate supportive services according to their individual needs as determined by the initial intake/social history process and continuing needs assessment.
8. Coordinate with the Executive Director to conduct regular participant case review meetings with caseworkers to identify participant needs, progress and program compliance status
9. Coordinate arrangements and utilization of appropriate basic life skills training for participants as needed.
10. Maintain the client services data system utilizing Alice data management software to generate regular up to date reports for the Executive Director's review and generation of the required HUD Annual Progress Review (APR) report
11. Serve as meeting facilitator of staffings as arranged by Case Workers bringing together participant and all support services providers as a means of assessing each program participant's need for and the utilization of community support services.
12. Work to ensure all goals stated in the Continuum of Care grant are fulfilled, maintaining necessary documentation with a full progress

- report prepared for annual grant renewal
13. Coordinate efforts toward maintaining the NE Iowa Homeless Coalition's quarterly Continuum of Care meetings with representatives of service providers as defined in CVFF's application for HUD funding
 14. Ensure CVFF presence at all county inter-agency and housing related meetings throughout the nine county area.
 15. Perform other work assignments as needed/requested by Executive Director

Position Qualifications:

1. Bachelor Degree in social work, or related field or documentation of combination of equivalent education and experience.
2. Previous experience with homeless populations, domestic violence or sexual assault program and demonstrated competency in crisis counseling, networking, advocacy and crisis intervention skills preferred.
3. Must demonstrate knowledge of Microsoft Office software and DOS computer.
4. Must demonstrate concepts of how to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques. .
5. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
6. Ability to travel throughout the nine county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
7. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of both myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Housing Director-- Division of Responsibilities

Permanent Supportive Housing Responsibilities	Transitional Housing Responsibilities	Crisis Services
40%	30% Outreach 10% Case Management	20%

Appendix E4

Cedar Valley Friends of the Family Job Description

Job Title: Crisis Services Director

Reports To: Executive Director

Position Status: Full-time Salaried Position

Job Summary: Provide leadership and oversight to Cedar valley Friends of the Family crisis services staff in a manner that will ensure the highest level of victim services and program accountability while empowering a positive work environment. Establish and maintain a network of collaborative partnerships with service related entities to facilitate optimum victim access to needed services.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by rape, sexual assault or domestic violence in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Serve on the CVFF leadership team.
4. Maintain current understanding and knowledge of sexual assault and domestic violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
5. Provide emotional support and advocacy to victims of domestic violence, sexual assault which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
6. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
7. Share on-call responsibilities.
8. Work with Crisis Services Team to assure shelter coverage which requires maintaining a flexible work schedule to meet victims' and shelter needs.
9. Understand the process of a sexual assault evidentiary exam and be willing to accompany a client if service is requested.
10. Assist in developing and coordinating victim services to reach under-served groups within the CVFF service area, including rural elderly, disabled and isolated people.
11. Promote a healthy work environment.
12. Establish working relationships with area professionals, service providers and the community at-large focusing on domestic violence, and sexual assault while promoting a positive reputation of CVFF.
13. Attend CVFF staff meetings as scheduled.
14. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
15. Comply with agency policies and procedures.
16. Maintain accurate data and submit reports, including statistical data, as required.
17. Assist the agency in providing public education and training regarding issues of domestic violence, and sexual assault. Provide presentations to community groups as requested by administration.
18. Assist with training sessions for volunteers and employees.
19. Help maintain shelter order, cleanliness and room readiness for incoming shelter guests.
20. Perform other work assignments as requested/needed.

Duties specific to Crisis Services Director:

1. Oversee and maintain on call rotation.
2. Provide leadership and overall supervision of all CVFF victim services advocates. Conduct night staff meetings, night staff evaluations and coordinate training opportunities.
3. Work collaboratively with Executive Director to recruit, interview, and screen full time advocates.

4. Provide case management training to program staff with emphasis on goal planning, advocacy for clients, adequate referral and resource information and effective individual counseling with victims of domestic violence.
5. Monitor hotline calls for quality and effectiveness. Provide critical feedback to staff regarding the strengths and areas to improve response where indicated.
6. Provide training for documentation in client file. Develop and sustain a system for the regular review of client files for appropriateness and completion at closing.
7. Develop training/program policies for any new crisis services day staff: orientation, files, shelter 101, program and TH policies, on-call, shadowing, succession planning, and record/statistics keeping.
8. Develop on-call trainings/policies to make sure it is most effective for staff.
9. Conduct safety checks and adhere to all safety policies for the safest shelter experience.
10. Provide direct client advocacy counseling and referral services as needed.
11. Represent CVFF at community and other program development meetings as requested.
12. Provide presentations to community groups desiring to learn more about CVFF programs and services.
13. Assist in the development of and writing grant requests to support the on-going services of CVFF.
14. Provide pre-approval oversight for program expenditures related to participant needs and supportive services as requested by program staff. Submit pre-approval of expenditures to Executive Director for processing.
15. Meet with crisis services staff on a regular basis to set goals and follow-up for future employee development.
16. Ensure sound conflict resolution policies, personnel policies, and CVFF grievance procedure policies.
17. Monitor and ensure shelter advocate's periodic need to access support and self care.
18. Oversee awareness month activities. Work with assigned staff on development of activities for domestic violence, sexual assault and child abuse awareness months.
19. Development of agency prevention programming.

Transitional Housing Functions:

1. Assist Transitional Housing Staff in the completion of the in-person uniform Social History Assessment as part of the transitional housing program eligibility determination. .
2. Respond to phone calls and personal contacts with current and potential Transitional Housing participants and provide necessary information regarding availability of services.
3. Provide information to all current Crisis Services clients regarding availability of Transitional Housing program.

Position Qualifications:

1. Bachelor Degree in social work, related field or combination of equivalent education and experience.
2. Previous experience in crisis counseling, networking, advocacy and crisis intervention skills preferred.
3. Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
4. Ability to determine individual skill levels and adapt information and advocacy materials for age appropriate understanding and use.
5. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
6. Ability to travel throughout the nine county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
7. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Crisis Services Director

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10% Outreach

Cedar Valley Friends of the Family Job Description

Job Title: Grant and Resource Development Director

Reports To: Executive Director

Position Status: Full-time Salaried Position

Job Summary: The Grant and Resource Development Director is responsible for writing/editing all corporate, foundation, and government grants and reports. This position will complete the agencies annual report, lead fundraising efforts, develop annual giving plan and strengthen the CVFF endowment.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by rape, sexual assault or domestic violence in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Maintain current understanding and knowledge of sexual assault and domestic violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
4. Provide emotional support and advocacy to victims of domestic violence, sexual assault which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
5. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
6. Perform other work assignments as requested/needed.

Transitional Housing Functions:

1. Be available to assist Transitional Housing Staff in the completion of the in-person uniform Social History Assessment as part of the transitional housing program eligibility determination. .
2. Respond to phone calls and personal contacts with current and potential Transitional Housing participants and provide necessary information regarding availability of services.

Duties specific to Grant and Resource Development Director:

1. Researches grant funding for the agency.
2. Write and edit grants for the agency.
3. Maintain and update the agency website and social media.
4. Write and distribute press releases.
5. Assist with the coordination of the agency's quarterly newsletter, containing articles and images that help public understand the mission of the agency.
6. Assist in the development of agency brochures, informational documents, and other publications as required.
7. Assist in the development of the agency's annual report.
8. Assist with current and new fundraising events.
9. Provide vision and management of Cedar Valley Friends of the Family's development/marketing strategies in the 15 county region which includes both urban and rural communities.
10. Lead the development of the annual giving plan and program.
11. Lead the development of foundation and corporate support programs.
12. Lead the development of donor-related services.
13. Collect and analyze data in area of responsibility.
14. Attend Staff meetings, retreats, and board meetings.
15. Ability to provide presentations within the fifteen counties that CVFF serves.

16. Perform other duties as requested by the Executive Director.

Position Qualifications:

1. Bachelor Degree in social work, public communications or marketing with combination of equivalent education and experience.
2. Excellent interpersonal, verbal and written communication skills and public speaking skills.
3. Strong analytic and strategic thinking skills.
4. Must possess the ability to meet deadlines and manage complex interrelated tasks simultaneously.
5. Ability to work independently and as a team.
6. Ability to personally solicit gifts from individuals, corporations, businesses and foundation donors.
7. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
8. Ability to travel throughout the fifteen county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
9. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.
10. Creative energy and initiative to design and implement new fundraising ideas.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Grant and Resource Development Director

Crisis Services Responsibilities	Transitional Housing Responsibilities
70% Outreach, reporting, grants	30% Outreach

Cedar Valley Friends of the Family Job Description

Job Title: Child Advocate

Reports To: Crisis Services Director

Position Status: Full-time Salaried Position

Job Summary: Provide individualized advocacy services to victims of domestic violence and sexual assault who are in need of advocacy services for their children, and are receiving emergency sheltering services at CVFF. Provide lead case management services within shelter, with an emphasis on transitioning shelter guests to safe, stable housing.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by rape, sexual assault or domestic violence in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Maintain current understanding and knowledge of sexual assault and domestic violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
4. Provide emotional support and advocacy to victims of domestic violence, sexual assault which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
5. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
6. Share on-call responsibilities.
7. Work with Crisis Services Team to assure shelter coverage which requires maintaining a flexible work schedule to meet victim's and shelter needs.
8. Assist in developing and coordinating victim services to reach under-served groups within the CVFF service area, including rural elderly, disabled and isolated people.
9. Promote a healthy work environment.
10. Establish working relationships with area professionals, service providers and the community at-large focusing on domestic violence, and sexual assault while promoting a positive reputation of CVFF.
11. Attend CVFF staff meetings as scheduled.
12. Maintain up-to-date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
13. Comply with agency policies and procedures.
14. Maintain accurate data and submit reports, including statistical data, as required.
15. Assist the agency in providing public education and training regarding issues of domestic violence, and sexual assault, specifically as it pertains to children who have witnessed and/or experienced violence. Provide presentations to community groups as requested by administration.
16. Assist with training sessions for volunteers and employees.
17. Help maintain shelter order, cleanliness and room readiness for incoming shelter guests.
18. Perform other work assignments as requested/needed.

Duties specific to Child Advocacy:

1. Implement 'Guided Conversations' to children exposed to family violence and the non-abusing parent.
2. Assist in training professionals in regional child-serving agencies on identifying and responding to children exposed to violence.
3. Provide lead case management of clients in shelter, specifically clients whose children may have been exposed to violence. Assist in the development and coordination of case management services.

4. Communicate with Memorandum of Understanding partners to coordinate services to children exposed to violence.
5. Assist with program volunteer training in area of child advocacy and MOU partner trainings as requested
6. Include electronic outreach/education such as Facebook, email, and website communication. Develop materials to address resource gaps in areas of child abuse prevention.
7. Understand how child advocacy relates to other disciplines and demonstrate ability to collaborate within other fields as well as working across agency program divisions.
8. Understand and adapt to service changes in the field at the national, state or local level.
9. Know applicable community resources and connect program participants to them as applicable.
10. Know and understand the Iowa and federal laws on child abuse and child sexual abuse.
11. Participate in agency needs assessment, planning, implementation, evaluation and grant writing as coordinated by supervisor or Executive Director.
12. Perform other duties as requested by supervisor or Executive Director.

Transitional Housing Functions:

1. Assist Transitional Housing Staff in the completion of the in-person uniform Social History Assessment as part of the transitional housing program eligibility determination.
2. Respond to phone calls and personal contacts with current and potential Transitional Housing participants and provide necessary information regarding availability of services.
3. Provide information to all current Crisis Services clients regarding availability of Transitional Housing program.
4. Support Transitional Housing staff in serving participants whose children may have been exposed to violence.

Position Qualifications:

1. Bachelor Degree in Social Work, Family Services, or related field or combination of equivalent education and experience.
2. Previous experience in crisis counseling, networking, advocacy and crisis intervention skills preferred.
3. Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
4. Ability to determine individual skill levels and adapt information and advocacy materials for age appropriate understanding and use.
5. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
6. Ability to travel throughout the fourteen-county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
7. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Child Advocate

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10% Outreach

Cedar Valley Friends of the Family Job Description

Job Title: Court and Medical Advocate

Reports To: Crisis Services Director

Position Status: Full-time Salaried Position

Job Summary: Provide individualized advocacy services to victims of domestic violence and sexual assault who are in need of medical assistance, court advocacy, and are receiving emergency sheltering services at CVFF. Provide lead case management services within shelter, with an emphasis on transitioning shelter guests to safe, stable housing.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by rape, sexual assault or domestic violence in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Maintain current understanding and knowledge of sexual assault and domestic violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
4. Provide emotional support and advocacy to victims of domestic violence, sexual assault which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
5. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
6. Share on-call responsibilities.
7. Work with Crisis Services Team to assure shelter coverage which requires maintaining a flexible work schedule to meet victim's and shelter needs.
8. Understand the process of a sexual assault evidentiary exam and be willing to accompany a client if service is requested.
9. Assist in developing and coordinating victim services to reach under-served groups within the CVFF service area, including rural elderly, disabled and isolated people.
10. Promote a healthy work environment.
11. Establish working relationships with area professionals, service providers and the community at-large focusing on domestic violence, and sexual assault while promoting a positive reputation of CVFF.
12. Attend CVFF staff meetings as scheduled.
13. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
14. Comply with agency policies and procedures.
15. Maintain accurate data and submit reports, including statistical data, as required.
16. Assist the agency in providing public education and training regarding issues of domestic violence, and sexual assault. Provide presentations to community groups as requested by administration.
17. Assist with training sessions for volunteers and employees.
18. Help maintain shelter order, cleanliness and room readiness for incoming shelter guests.
19. Perform other work assignments as requested/needed.

Duties specific to Court and Medical Advocacy:

1. Provide lead court and medical advocacy for victims of domestic violence and sexual assault served by CVFF to ensure individual needs are met.
2. Provide accompaniment to doctor visits as requested by victim, offering support by communicating with medical professionals with a deliberate awareness of the various physical, emotional, and psychological effects of trauma.

3. Provide accompaniment to meetings with law enforcement, private attorney and county attorney as requested by victim, offering support throughout the process of seeking Civil orders of Protection, filing charges and prosecution of the victim's abuser.
4. Maintain collaborative agreements with law enforcement, prosecution and hospitals in the 14-county service area of Northeast Iowa.
5. Collaborate with MOU partners to organize domestic violence and sexual assault trainings for law enforcement, local hospitals, community and staff.
6. Collect all law enforcement and hospital MOUs and facilitate adherence to procedures outlined in the MOU.
7. Collaborate with law enforcement and hospital staff to ensure referrals are being made and sheltering services are offered to those seeking safety.
8. Provide lead case management services to shelter clients, including, but not limited to those who anticipate utilizing court or medical advocacy. Assist in the development and coordination of case management services.
9. Coordinate activities for domestic violence awareness month.

Transitional Housing Functions:

1. Assist Transitional Housing Staff in the completion of the in-person uniform Social History Assessment as part of the transitional housing program eligibility determination.
2. Respond to phone calls and personal contacts with current and potential Transitional Housing participants and provide necessary information regarding availability of services.
3. Provide information to all current Crisis Services clients regarding availability of Transitional Housing program.
4. Provide support to Transitional Housing staff as it relates to any clients they may have who require court or medical advocacy.

Position Qualifications:

1. Bachelor Degree in Social Work, Criminology, related field or combination of equivalent education and experience.
2. Previous experience in crisis counseling, networking, advocacy and crisis intervention skills preferred.
3. Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
4. Ability to determine individual skill levels and adapt information and advocacy materials for age appropriate understanding and use.
5. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
6. Ability to travel throughout the fourteen-county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
7. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

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Signature _____
Date

Court and Medical Advocate

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10% Outreach

Cedar Valley Friends of the Family Job Description

Job Title: Sheltering Services Coordinator

Reports To: Crisis Services Director

Position Status: Full-time Salaried Position

Job Summary: Coordinate housing services offered by CVFF to ensure that each victim who seeks safety receives timely, welcoming, and victim-centered housing options that fit their individual and unique safety needs.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by rape, sexual assault or domestic violence in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Maintain current understanding and knowledge of sexual assault and domestic violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
4. Provide emotional support and advocacy to victims of domestic violence, sexual assault which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
5. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
6. Share on-call responsibilities.
7. Work with Crisis Services Team to assure shelter coverage which requires maintaining a flexible work schedule to meet victims' and shelter needs.
8. Understand the process of a sexual assault evidentiary exam and be willing to accompany a client if service is requested.
9. Assist in developing and coordinating victim services to reach under-served groups within the CVFF service area, including rural elderly, disabled and isolated people.
10. Promote a healthy work environment.
11. Establish working relationships with area professionals, service providers and the community at-large focusing on domestic violence, and sexual assault while promoting a positive reputation of CVFF.
12. Attend CVFF staff meetings as scheduled.
13. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
14. Comply with agency policies and procedures.
15. Maintain accurate data and submit reports, including statistical data, as required.
16. Assist the agency in providing public education and training regarding issues of domestic violence, and sexual assault. Provide presentations to community groups as requested by administration.
17. Assist with training sessions for volunteers and employees.
18. Help maintain shelter order, cleanliness and room readiness for incoming shelter guests.
19. Perform other work assignments as requested/needed.

Duties specific to Sheltering Services Coordinator:

1. Maintain the Friends House shelter.
 - a. Organize, procure and coordinate donations for all shelter needs, i.e. clothes, food, etc.
 - b. Ensure that the shelter facility is running properly, i.e. furnace, air conditioning, cleanliness, needed repairs are noted and taken care of.

2. Facilitate and coordinate emergency sheltering services for victims of domestic violence and sexual assault utilizing a standard housing needs assessment tool. Emergency sheltering services include but are not limited to:
 - a. Friends House in Waverly
 - b. Scattered hotel/motel voucher program
 - c. YWCA Shelter Program in Dubuque
 - d. Scattered volunteer-run Safe Homes
3. Complete appropriate documentation to facilitate and implement emergency shelter options for clients in Northeast Iowa, including paperwork to authorize the billing of a hotel/motel stay.
4. Coordinate implementation of process for follow-up calls and appointments after exiting shelter.
5. Conduct safety checks and adhere to all safety policies for the safest shelter experience.
6. Coordinate case management services to all guests who are sheltered in Northeast Iowa, including referrals to shelter advocates and mobile regional advocate(s).
7. Assure the completion of client intake and exit paperwork for all sheltered guests throughout the region.
8. Utilize creative techniques, including technology, to communicate with clients across the region.
9. Assure timely input and update of client files into Alice system.
10. Monitor and issue gift cards.
11. Coordinate the purchase of bus tickets to relocate emergency sheltered clients to their safe community of choice.
12. Complete Center Activity Report.
13. Complete monthly, annual, and other reports as required.
14. Coordinate a support group for victims of domestic violence and sexual assault within shelter along with Court/Medical Advocacy Services Coordinator and Child Advocacy Services Coordinator.

Transitional Housing Functions:

1. Assist Transitional Housing Staff in the completion of the in-person uniform Social History Assessment as part of the transitional housing program eligibility determination. .
2. Respond to phone calls and personal contacts with current and potential Transitional Housing participants and provide necessary information regarding availability of services.
3. Provide information to all current Crisis Services clients regarding availability of Transitional Housing program.

Position Qualifications:

1. Bachelor Degree in social work, related field or combination of equivalent education and experience.
2. Previous experience in crisis counseling, housing, advocacy and crisis intervention skills preferred.
3. Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
4. Ability to determine individual skill levels and adapt information and advocacy materials for age appropriate understanding and use.
5. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
6. Ability to travel throughout the nine county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
7. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Shelter Advocate
Revised September 2011

Appendix E9

Signature
Sheltering Services Coordinator

Date

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10% Outreach

Cedar Valley Friends of the Family Job Description

Job Title: Mobile Caseworker

Reports To: Crisis Services Director

Position Status: Full-time Salaried Position

Job Summary: Coordinate case management services to all victims who utilize emergency sheltering services in Northeast Iowa, excluding Friends House. Collaborate with service providers to assure that victims receive support and safety.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by rape, sexual assault or domestic violence in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Maintain current understanding and knowledge of sexual assault and domestic violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
4. Provide emotional support and advocacy to victims of domestic violence, sexual assault which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
5. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
6. Share on-call responsibilities.
7. Work with Crisis Services Team to assure shelter coverage which requires maintaining a flexible work schedule to meet victims' and shelter needs.
8. Understand the process of a sexual assault evidentiary exam and be willing to accompany a client if service is requested.
9. Assist in developing and coordinating victim services to reach under-served groups within the CVFF service area, including rural elderly, disabled and isolated people.
10. Promote a healthy work environment.
11. Establish working relationships with area professionals, service providers and the community at-large focusing on domestic violence, and sexual assault while promoting a positive reputation of CVFF.
12. Attend CVFF staff meetings as scheduled.
13. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
14. Comply with agency policies and procedures.
15. Maintain accurate data and submit reports, including statistical data, as required.
16. Assist the agency in providing public education and training regarding issues of domestic violence, and sexual assault. Provide presentations to community groups as requested by administration.
17. Assist with training sessions for volunteers and employees.
18. Help maintain shelter order, cleanliness and room readiness for incoming shelter guests.
19. Perform other work assignments as requested/needed.

Duties Specific to Mobile Caseworker:

1. Facilitate and coordinate emergency sheltering services for victims of domestic violence and sexual assault utilizing a standard housing needs assessment tool. Emergency sheltering services include but are not limited to:
 - a. Friends House in Waverly
 - b. Scattered hotel/motel voucher program

- c. YWCA Shelter Program in Dubuque
 - d. Scattered volunteer-run Safe Homes
2. Complete appropriate documentation to facilitate and implement emergency shelter options for clients in Northeast Iowa.
 3. Provide mobile case management services to victims of domestic violence and sexual assault with the ability to meet the client in the community in Northeast Iowa in which they reside.
 4. Provide referrals to clients for supportive services in the community in which they reside.
 5. Utilize creative techniques, including the use of technology, to communicate with clients who are housed across the region.
 6. Assure the completion of appropriate intake and exit documentation of emergency sheltered clients throughout the region.
 7. Manage time and schedule independently.
 8. Collaborate with county relief services and homeless programming throughout Northeast Iowa to refer clients and support them in achieving self-sufficiency.
 9. Coordinate the purchase of bus tickets and other emergency needs for sheltered clients to relocate to their area of choice and safety.

Transitional Housing Functions:

1. Assist Transitional Housing Staff in the completion of the in-person uniform Social History Assessment as part of the transitional housing program eligibility determination. .
2. Respond to phone calls and personal contacts with current and potential Transitional Housing participants and provide necessary information regarding availability of services.
3. Provide information to all current Crisis Services clients regarding availability of Transitional Housing program.

Position Qualifications:

1. Bachelor Degree in social work, related field or combination of equivalent education and experience.
2. Previous experience in crisis counseling, housing, advocacy and crisis intervention skills preferred.
3. Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
4. Ability to determine individual skill levels and adapt information and advocacy materials for age appropriate understanding and use.
5. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
6. Ability to travel throughout the 14- county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
7. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Signature
Mobile Caseworker

Date

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10% Outreach

Cedar Valley Friends of the Family Job Description

Job Title: Part-time Shelter Advocate

Reports to: Crisis Services Director

Position Status: Hourly Position

Job Summary: Provide advocacy services to those fleeing domestic violence and sexual assault at the emergency Friends' House shelter and over 24 hour crisis line.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by domestic violence and rape / sexual assault in a non-discriminating manner.
2. Provide comprehensive support and advocacy to victims of DV/SA who seek services through CVFF 24 hour crisis line and emergency shelter.
3. Achieve consistent safe and secure services adhering to and enforcing written procedures.
4. While on duty provide supervision of the shelter facility and provide direct victim services to persons in the shelter according to agency procedures.
5. Maintain advocacy network with community professionals and service providers.
6. Maintain up-to-date familiarity with agency policy and procedures regarding crisis intervention in order to exercise good judgement in various situations.
7. Respond to crisis calls and provide crisis intervention to victims and their children requesting emergency shelter and transportation assistance.
8. Administer intake and departure forms with shelter clients.
9. Assess client needs and work with clients to achieve their goals and objectives.
10. Implement agency policies to maintain constant safety of sheltered victims and their children.
11. Maintain a flexible work schedule as necessary to meet victim's needs.
12. Maintain an immediate awareness of all shelter activity and crisis line responsibilities as defined in the shelter operations manual with particular attention to the demands of overnight shifts.
13. Complete client contact sheets on daily basis including statistical data and information pertinent to victim services provided by the employee.
14. Carry out daily cleaning and maintenance of the shelter facility according to agency operating procedures.
15. Complete timesheets and employee paperwork as required.
16. Maintain advocate certification requirements and complete necessary paperwork.
17. Attend Cedar Valley Friends of the Family night staff meetings.
18. Comply with the policies and procedures set by the Cedar Valley Friends of the Family administration.
19. Work with on-call person to coordinate services/respond to requests.
20. Research and update Referral Guide.
21. Assist day staff with developing activities and programs for clients in shelter
22. Assist with coordinating DVAM/SAAM projects and activities.
23. Assist with processing and organizing donations.
24. Facilitate support groups as required.
25. Perform other work assignments as requested.

Shelter Advocate

Appendix E11

Transitional Housing Functions:

1. During evening, night and weekend shifts, provide support and appropriate referrals for calls and questions regarding Transitional Housing program.
2. Provide basic information regarding Transitional Housing to assist caller in determining potential eligibility for program.
3. Complete all program logs, forms, and documentation.
4. Complete intake for the Transitional Housing Program.
5. Assist with Transitional Housing outreach mailings and follow-up telephone calls.
6. During evening, night and weekend shifts, distribute donations and personal needs items to Transitional Housing clients.
7. During evening, night and weekend shifts, determine client need for immediate personal contact with Transitional Housing Case Worker.
8. During evening, night and weekend shifts, determine client need for immediate personal contact with mental health counselor.

Position Qualifications:

1. High School Graduate with a minimum of two years work experience.
2. Previous experience in domestic violence or sexual assault and crisis intervention program preferred.
3. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
4. Ability to travel throughout the rural service area to provide in-person advocacy and transportation services and to other locations within the state as necessary for training purposes.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Part-time Shelter Advocate – Division of Responsibilities

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10%

Shelter Advocate

Appendix E11

Cedar Valley Friends of the Family Job Description

Job Title: Full-time Shelter Advocate

Reports to: Crisis Services Director

Position Status: Hourly Position

Job Summary: Provide advocacy services to those fleeing domestic violence and sexual assault at the emergency Friends' House shelter and over 24 hour crisis line.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by domestic violence and rape / sexual assault in a non-discriminating manner.
2. Provide comprehensive support and advocacy to victims of DV/SA who seek services through CVFF 24 hour crisis line and emergency shelter.
3. Achieve consistent safe and secure services adhering to and enforcing written procedures.
4. While on duty provide supervision of the shelter facility and provide direct victim services to persons in the shelter according to agency procedures.
5. Maintain advocacy network with community professionals and service providers.
6. Maintain up-to-date familiarity with agency policy and procedures regarding crisis intervention in order to exercise good judgement in various situations.
7. Respond to crisis calls and provide crisis intervention to victims and their children requesting emergency shelter and transportation assistance.
8. Administer intake and departure forms with shelter clients.
9. Assess client needs and work with clients to achieve their goals and objectives.
10. Implement agency policies to maintain constant safety of sheltered victims and their children.
11. Maintain a flexible work schedule as necessary to meet victim's needs.
12. Maintain an immediate awareness of all shelter activity and crisis line responsibilities as defined in the shelter operations manual with particular attention to the demands of overnight shifts.
13. Complete client contact sheets on daily basis including statistical data and information pertinent to victim services provided by the employee.
14. Carry out daily cleaning and maintenance of the shelter facility according to agency operating procedures.
15. Complete timesheets and employee paperwork.
16. Maintain advocate certification requirements and complete necessary paperwork.
17. Attend Cedar Valley Friends of the Family staff meetings.
18. Comply with the policies and procedures set by the Cedar Valley Friends of the Family administration.
19. Work with on-call person to coordinate services/respond to requests.
20. Research and update Referral Guide.
21. Assist day staff with developing activities and programs for clients in shelter.
22. Assist with coordinating DVAM/SAAM projects and activities.

Full- Time Shelter Advocate
Job Description

Full-Time Full-Time Shelter Advocate

Appendix E12

23. Assist with mentoring of new co-workers, and volunteers providing information about general operating procedures, crisis intervention, advocacy, and community referrals.
24. Assist with processing and organizing donations.
25. Facilitate support groups as required.
26. Maintain the food pantry and refrigerator weekly and check for expiration dates.
27. Help maintain exit statistics for past shelter guests.
28. Input Hotline contact sheets into Alice database.
29. Inform Shelter Coordinator of low supplies.
30. Perform other work assignments as requested.

Transitional Housing Functions:

1. During evening, night and weekend shifts, provide support and appropriate referrals for calls and questions regarding Transitional Housing program.
2. Provide basic information regarding Transitional Housing to assist caller in determining potential eligibility for program.
3. Complete all program logs, forms, and documentation.
4. Complete intake for the Transitional Housing Program.
5. Assist with Transitional Housing outreach mailings and follow-up telephone calls.
6. During evening, night and weekend shifts, distribute donations and personal needs items to Transitional Housing clients.
7. During evening, night and weekend shifts, determine client need for immediate personal contact with Transitional Housing Case Worker.
8. During evening, night and weekend shifts, determine client need for immediate personal contact with mental health counselor.

Position Qualifications:

1. High School Graduate with a minimum of two years work experience.
2. Previous experience in domestic violence or sexual assault and crisis intervention program preferred.
3. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
4. Ability to travel throughout the rural service area to provide in-person advocacy and transportation services and to other locations within the state as necessary for training purposes.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Signature _____ Date

Full-time Shelter Advocate – Division of Responsibilities

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10%

Full-Time Full-Time Shelter Advocate

Cedar Valley Friends of the Family Job Description

Job Title: Volunteer Shelter Advocate

Reports to: Crisis Services Director

Position Status: Volunteer Position

Job Summary: Provide advocacy services to domestic violence and rape/sexual assault victims at the emergency shelter and over 24 hour crisis line.

Crisis Services Functions:

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by domestic violence and rape / sexual assault in a non-discriminating manner.
2. Provide comprehensive support and advocacy to victims of DV/SA who seek services through CVFF 24 hour crisis line and emergency shelter.
3. Achieve consistent safe and secure services adhering to and enforcing written procedures.
4. While on duty provide supervision of the shelter facility and provide direct victim services to persons in the shelter according to agency procedures.
5. Maintain advocacy network with community professionals and service providers.
6. Maintain up-to-date familiarity with agency policy and procedures regarding crisis intervention in order to exercise good judgement in various situations.
7. Respond to crisis calls and provide crisis intervention to victims and their children requesting emergency shelter and transportation assistance.
8. Administer intake and departure forms with shelter clients.
9. Assess client needs and work with clients to achieve their goals and objectives.
10. Implement agency policies to maintain constant safety of sheltered victims and their children.
11. Maintain a flexible work schedule as necessary to meet victim's needs.
12. Maintain an immediate awareness of all shelter activity and crisis line responsibilities as defined in the shelter operations manual with particular attention to the demands of overnight shifts.
13. Complete client contact sheets on daily basis including statistical data and information pertinent to victim services provided by the employee.
14. Carry out daily cleaning and maintenance of the shelter facility according to agency operating procedures.
15. Complete timesheets and employee paperwork.
16. Maintain advocate certification requirements and complete necessary paperwork.
17. Attend Cedar Valley Friends of the Family night staff meetings. (Optional)
18. Comply with the policies and procedures set by the Cedar Valley Friends of the Family administration.
19. Work with on-call person to coordinate services/respond to requests.
20. Research and update Referral Guide.
21. Assist day staff with developing activities and programs for clients in shelter
22. Assist with coordinating DVAM/SAAM projects and activities.
23. Assist with mentoring of new co-workers, and volunteers providing information about general operating procedures, crisis intervention, advocacy, and community referrals.

Volunteer Shelter Advocate

Volunteer Shelter Advocate

Appendix E13

24. Assist with processing and organizing donations.
25. Facilitate support groups as required.
26. Perform other work assignments as requested.

Transitional Housing Functions:

1. During evening, night and weekend shifts, provide support and appropriate referrals for calls and questions regarding Transitional Housing program.
2. Provide basic information regarding Transitional Housing to assist caller in determining potential eligibility for program.
3. Complete all program logs, forms, and documentation.
4. Complete intake for the Transitional Housing Program.
5. Assist with Transitional Housing outreach mailings and follow-up telephone calls.
6. During evening, night and weekend shifts, distribute donations and personal needs items to Transitional Housing clients.
7. During evening, night and weekend shifts, determine client need for immediate personal contact with Transitional Housing Case Worker.
8. During evening, night and weekend shifts, determine client need for immediate personal contact with mental health counselor.

Position Qualifications:

1. High School Graduate with a minimum of two years work experience.
2. Previous experience in domestic violence or sexual assault and crisis intervention program preferred.
3. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
4. Ability to travel throughout the rural service area to provide in-person advocacy and transportation services and to other locations within the state as necessary for training purposes.

Employee Signature:

I have reviewed all the information contained in this job description and agree that it is accurate and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at will employer, and therefore, my employment is at the will of myself, the employee, and Cedar Valley Friends of the Family.

Signature

Date

Volunteer Shelter Advocate – Division of Responsibilities

Crisis Services Responsibilities	Transitional Housing Responsibilities
90%	10%

Volunteer Shelter Advocate

Job Description – Regional Volunteer Coordinator

Hired by: President/CEO

Reports to: Vice President

Exempt Position

General Role Description

While based out of Dubuque County, the regional volunteer coordinator is primarily responsible for the recruitment, training, and supervision of volunteers throughout 14 counties in the Northeast region (Allamakee, Benton, Black Hawk, Bremer, Buchanan, Clayton, Chickasaw, Delaware, Dubuque, Fayette, Howard, Jones, Linn, and Winneshiek).

Duties and Responsibilities

- ❖ Coordinates the recruitment, screening, interviewing, and selection of volunteers for direct service opportunities in the NE Region for Riverview Center, Domestic Abuse Resource Center, and Cedar Valley Friends of the Family
- ❖ Coordinates the supervision and retention of regional direct service volunteers for Riverview Center and the Domestic Abuse Resource Center
- ❖ Recruits, trains, and coordinates the retention of volunteer-run safe homes throughout NE Region 3
- ❖ Provides adequate number of trainings, held in multiple locations in the NE Region service area, per year for initial certification and recertification of direct service volunteers
- ❖ Coordinates documentation of training and direct service hours for continued certification for volunteers
- ❖ Coordinates a volunteer newsletter with information and upcoming event
- ❖ Coordinates volunteer calendars for 24-hour emergency and non-emergency services
- ❖ Coordinates information or education to the NE Region community, school, or church groups to raise awareness of volunteer opportunities, including: electronic outreach/education such as Facebook, email, and website communication
- ❖ Develops materials to address resource gaps for volunteerism
- ❖ Understands and adapts to service changes in the field at the national, state, or local level
- ❖ Understands community resources and connects them with volunteer opportunities
- ❖ Participates in initial and on-going training and mentoring of new staff and volunteers
- ❖ Knows and understands the Iowa and federal laws as well as surrounding state laws regarding domestic abuse, dating violence, sexual assault, and stalking as it pertains to training volunteers
- ❖ Participates in on-going continuing education
- ❖ Performs other duties as requested by Vice President or President

Other Requirements

- ❖ Bachelor's Degree in psychology, social work, sociology, or other human service related field or commensurate experience

- ❖ Complies statistics and information related to the volunteer program for agency or funders
- ❖ Provides supervisor with timely monthly reports
- ❖ Attends staff meetings and individual supervision meetings
- ❖ Ability to handle sensitive and confidential information.
- ❖ Attain knowledge and awareness of, and, abide by Riverview Center employee guidelines, and sexual assault laws (i.e. mandatory reporting, confidentiality, etc.)
- ❖ Attend educational seminars to increase professional development in the areas of sexual violence, and advocacy.
- ❖ Excellent interpersonal, verbal, and written skills
- ❖ Leadership ability for public speaking, victim advocate training, and in-service training
- ❖ Ability to work flexible hours and to travel locally and in-state
- ❖ Must have valid driver's license and insured transportation
- ❖ Commitment to the philosophy and program of Riverview Center, which includes helping to create a society free from violence

I _____ have read the job description for **Regional Volunteer Coordinator** and understand the responsibilities of this position.

Signature of Employee

Signature of President/CEO

Date

Date

**Appendix F-J
are on file with the
Crime Victim
Assistance Division**

Client Grievance Policy

It is policy of Cedar Valley Friends of the Family (CVFF), that all clients will be made aware of the client grievance policy should there be a complaint about the availability or quality of the agency's services. A copy of the grievance procedure will be provided to any client upon request.

If a client of Cedar Valley Friends of the Family believes the services received are not satisfactory within the policy and procedures of the organization, a request for a review of the case can be made to the Crisis Services Director. Usually, a verbal clarification will resolve any issue. If the client is still not satisfied, after receiving a verbal response, the Executive Director will become involved to seek a solution. If the situation warrants further problem-solving the agency's Board of Directors will assist in developing a solution.

agency's technical assistance adviser or Executive Director before it is downloaded.

- Downloads that violate any copyright, patent, or trademark agreements may not be performed.

Other prohibited uses of Internet and email:

- Email spam
- Chain letters
- Destruction of another's files
- Violation of security standards
- Tapping a network or running a "sniffer" program
- Inserting viruses into computer systems
- Invading the privacy of another's files
- Gaining unauthorized access to the files of others

Examples of prohibited personal use:

- Personal use that overburdens a network
- Personal use resulting in substantial use of system capacity
- Personal use that subjects the agency to increased operating costs
- Personal commercial gain
- Charitable solicitations unless these are authorized by the employer
- Personal political activities such as campaigning for candidates for public office or for lobbying of public officials

XIII. GRIEVANCE PROCEDURE

- A. When two (2) or more people are involved in a conflict, they are expected to make reasonable attempts to resolve it among themselves.

Whenever necessary, employees should use the following chain of command in reporting and resolving employment concerns:

Employee/Volunteer > Program Director > Executive Director > Board of Directors

If for any reason, employees/volunteers are uncomfortable following this chain, they should report their concern to the next person in the chain or to the Board Chair.

- B. If an employee or volunteer is unhappy with disciplinary action, they may contact the Executive Director to discuss the issue. The situation will be reviewed. When appropriate, the Executive Director will involve the Personnel Committee of the Board of Directors.

XIV. TERMINATION

Revised June 2012

Appendix K2

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 indentified 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.

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/fbc/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.

Cedar Valley Friends of the Family

Program Name

Signature of Authorized Representative

Date

2-18-13

Typed Name of Authorized Representative

Title of Authorized Representative

Board Chair

Email Address of Authorized Representative

Telephone Number of Authorized Representative

Program Director Signature

Date

2/15/13

Ben Brustkern

Executive Director

Typed Name of Program Director

Title of Program Director

Email Address of Program Director

Telephone Number of Program Director

319-352-1108

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.

Cedar Valley Friends of the Family

Program Name

Signature of Authorized Representative /

Date

2-18-13

Typed Name of Authorized Representative

Board Chair

Title of Authorized Representative

Email Address of Authorized Representative

319-352-1108

Telephone Number of Authorized Representative

Program Director Signature

Date

2/15/13

Ben Brustkern

Executive Director

Typed Name of Program Director

Title of Program Director

Email Address of Program Director

319-352-1108

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: Women represent the majority of domestic violence victims and more than half of female victims live in households with children under 12. As the only safe shelter in Northeast Iowa, Cedar Valley Friends of the Family provides safe shelter, advocacy and resources to women and their children fleeing domestic violence. Women are supported 24/7, through safe shelter and crisis line coverage.

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 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.

Appendix L4

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: Women represent the majority of domestic violence victims and more than half of female victims live in households with children under 12. As the only safe shelter in Northeast Iowa, Cedar Valley Friends of the Family provides safe shelter, advocacy and resources to women and their children fleeing domestic violence. Women are supported 24/7, through safe shelter and crisis line coverage.

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 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: *B. B. H.*

Title: Executive Director

“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

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.

Cedar Valley Friends of the Family

Program Name

Signature of Authorized Representative

Date

2-18-13

Typed Name of Authorized Representative

Board Chair

Title of Authorized Representative

319-352-1108

Email Address of Authorized Representative

Telephone Number of Authorized Representative

Program Director Signature

Date

2/15/13

Ben Brustkern

Executive Director

Typed Name of Program Director

Title of Program Director

319-352-1108

Email Address of Program Director

Telephone Number of Program Director

Updated December 28, 2012

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.

Cedar Valley Friends of the Family
Program Name

Signature of Authorized Representative

2-18-13

Date

Typed Name of Authorized Representative

Board Chair

Title of Authorized Representative

Email Address of Authorized Representative

319-352-1108

Telephone Number of Authorized Representative

Ben Brustkern

Program Director Signature

2-15-13

Date

Ben Brustkern

Typed Name of Program Director

Executive Director

Title of Program Director

Email Address of Program Director

319-352-1108

Telephone Number of Program Director

Federal Civil Rights Compliance Worksheet

1. Is the Program required to prepare an Equal Employment Opportunity Plan (EEO Plan) in accordance with 28 C.F.R. Section 42.301-.308, does the Program have an EEO Plan on file for review?

Yes No

If "yes", on what date did the Program prepare the EEO Plan?

2. Has the Program submitted an EEO Short Form to the Office for Civil Rights (OCR), Office of Justice Programs (OJP), U.S. Department of Justice (DOJ), if required by 28 C.F.R. Section 42.301-.308? If the Program is not required to submit an EEO Short Form to the OCR, has it submitted a certification form to the OCR claiming a partial complete exemption from the EEO requirements.

X	Yes – submitted an EEO Short Form
	Yes – submitted a Certification
	No

- a. If the Program prepared an EEO Short Form, on what date did the Program prepare it?

3. How does the Program notify program participants and beneficiaries that it does not discriminate on the basis of race, color, national origin, religion, sex/gender, disability, sexual orientation gender identity in the delivery of services (e.g. posters, inclusion in brochures or other program materials, etc.)?

This is discussed with the shelter intake paperwork. We discuss each guideline and operating procedure which includes a statement on not discriminating.

4. How does the Program notify employees that it does not discriminate on the basis of race, color, national origin, religion, sex/gender, disability, sexual orientation gender identity in employment practices (e.g. posters, dissemination of relevant orders or policies, inclusion in recruitment materials, etc.)?

This notification is within the employee handbook and any job advertising that we do.

5. Does the Program have written policies or procedures in place for notifying program beneficiaries how to file complaints alleging discrimination by the Program with the CVAD or the OCR?

Yes No

- a. If "yes", an explanation of these policies and procedures: There is a general grievance procedure that is outlined in the intake paperwork. This would cover any type of concern the client may have of services that are received at CVFF. The procedure starts with the advocate and client, and continue to move through the chain until the issue is resolved.

6. If the Program has 50 or more employees and receives DOJ funding of \$25,000 or more, has the subrecipient taken the following actions? NA.

a. Adopted grievance procedures that incorporate due process standards and provided by the prompt equitable resolution of complaints alleging a violation of the DOJ regulations implementing Section 504 of the Rehabilitation Act of 1973, found at 28 C.F.R. Part 42, Subpart G, which prohibits discrimination on the basis of a disability in employment practices and the delivery of services.

Yes No

b. Designated a person to coordinate compliance with the prohibitions against disability discrimination contained in 28 C.F.R. Part 42, Subpart G.

Yes No

c. Notified participants, beneficiaries, employees, applicants, and others that the subrecipient does not discriminate on the basis of disability.

Yes No

7. If the subrecipient operates an education program or activity, has the subrecipient taken the following actions: NA

a. Adopted grievance procedures the provide for the prompt and equitable resolution of complaints alleging a violation of the DOJ regulations implementing Title IX of the Education Amendments of 1972, found at 28 C.F.R. Part 54, which prohibit discrimination on the basis of sex.

Yes No

b. Designated a person to coordinate compliance with the prohibitions against sex discrimination contained in 28 C.F.R. Part 54.

Yes No

c. Notified applicants for admission and employment, employees, students, parents and others that the subrecipient does not discriminate on the basis of sex in its educational programs or activities.

Yes No

8. Has the Program complied with the requirement to submit to OCR any findings of discrimination against the Program issued by a federal or state court or federal or state administrative agency on the grounds of race, color, religion, national origin, sex, gender identity, or sexual orientation?

Yes No

9. What steps has the Program taken to provide meaningful access to its programs and activities for persons who have limited English proficiency (LEP)?

We have interpreters who are available to assist CVFF with victims of DV that are LEP. We developed a page on the CVFF website that will outline our agency in Spanish. We also have various posters and brochures that are available in Spanish. We also have one staff member who has a minor in Spanish.

10. Comments, including an indication of whether the Program has developed a written policy on providing language access services to LEP persons:

Yes we have step by step procedures and agreements with interpreters. We make sure that they are not denied access based on language barriers

11. Does the Program conduct any training for its employees on the requirements under federal civil rights laws?

Yes No

12. If the Program conducts religious activities as part of its programs or services, does the Program do the following? NA

a. Provides services to everyone regardless of religion or religious belief.

Yes No

b. Ensure that it does not use federal funds to conduct inherently religious activities, such as prayer, religious instruction, or proselytization, and that such activities are kept separate in time or place from federally-funded activities.

Yes No

c. Ensure that participation in religious activities is voluntary for beneficiaries of federally-funded programs.

Yes No

XIII. Corrective Action Plan: Requirements & Recommendations

1. VSS staff requires all indirect volunteers and/or hired maintenance personnel that might have incidental contact with a victim must sign a confidentiality form. This form must be kept on file. Please send notification implementation of this requirement to the VSS contact, Rhonda Dean at Rhonda.Dean@iowa.gov by June 30, 2012.

Response: CVFF has trained all staff to have a signed confidentiality form signed for all people who enter the building, whether it is on the shelter or administrative side. These are kept on file. We implemented this practice immediately following site visit on February 10, 2012.

2. It should be noted that CVFF is in the process of completing their strategic plan. The next step will involve the BOD participation. VSS recommends that CVFF send a copy of the completed strategic plan to their VSS Primary Contact Rhonda Dean at Rhonda.Dean@iowa.gov by June 30, 2013.

Response: Attached is the completed working draft of the strategic plan. This plan was developed on May 9th and involved management and board involvement.

3. VSS requires the grievance procedure be revised to include a step that would involve a grievance filed to the Board of Directors. Please send a copy of the revised Grievance Procedure to the VSS contact, Rhonda Dean at Rhonda.Dean@iowa.gov by September 30, 2012.

Response: CVFF revised the handbook as of June 2012 to include the Board of Directors as part of the grievance policy. The handbook is attached to this email and page 3 includes the change.

4. VSS staff recommends that CVFF hold an all staff training regarding the Crime Victim Assistance Division (CVAD) of the Iowa Attorney General's Office programs. Compensation training is provided by staff at CVAD's Compensation program. Please send an email with the date the training was held to the VSS contact, Rhonda Dean at Rhonda.Dean@iowa.gov by June 30, 2012.

Response: May 14, 2012 CVFF hosted a meeting on CVAD's Compensation program.

Ben:

After reviewing all of the supporting documentation, you have completed all of the requirements from the Corrective Action Plan following the FY12 Site visit.

Thank you for your prompt response.

Sincerely,

Rhonda Dean

Community Specialist, Crime Victim Assistance Division
Iowa Attorney General's Office

Appendix M