

**DOMESTIC VIOLENCE SHELTER BASED PROGRAM**  
**ANNUAL CERTIFICATION REPORT**

**The Center for Violence-Free Relationships**  
**August 4, 2016**

**AUTHORITY**

**California Welfare and Institutions Code:**

Section 18294

**Related California Welfare and Institutions Code Sections:**

18293, 18295, 18296, 18297, 18298, 18299, 18300

**PURPOSE AND AUTHORITY**

In accordance with the California Welfare and Institutions Code Section 18293 (f), the County of El Dorado Board of Supervisors designated the Health and Human Services Agency, Public Health, Alcohol and Drug Programs, as the local agency assigned to administer domestic violence shelter based programs to assure program compliance with the requirements set forth in Section 18294.

On July 22, 2016 the County of El Dorado Alcohol and Drug Programs Administrator conducted an annual review of documentation provided by **The Center for Violence-Free Relationships** to verify Fiscal Year 2015-2016 compliance with Welfare and Institutions Code Section 18294, which states:

Domestic Violence shelter-based programs shall provide all of the following basic services to victims of domestic violence and their children.

- (a) Shelter on a 24 hours a day, seven days a week basis.
- (b) A 24 hours a day, seven days a week telephone hotline for crisis calls.
- (c) Temporary housing and food facilities.
- (d) Psychological support and peer counseling in accordance with section 1037.1 of the Evidence code.
- (e) Referrals to existing services in the community.
- (f) A drop in center that operates during normal business hours to assist victims of domestic violence who have a need for support services.
- (g) Arrangements for school age children to continue their education during their stay at the domestic violence shelter-based program.
- (h) Emergency transportation as feasible.

**SITE VISIT AND PROGRAM REVIEW**

1. Section 18294 (a) Findings:

The Center for Violence- Free Relationships provided satisfactory verification of Shelter operations in Placerville on a 24 hours a day, seven days a week basis. Shelter staffing plans, after business hours operational procedures, shelter housing capacity, informational brochures on the program and services offered at the shelter location, copies of shelter rules and regulations, client's rights and responsibilities contracts for staying in the shelter were provided as verification.

2. Section 18294 (b) Findings:

The Center for Violence Free Relationships provided satisfactory verification of a 24 hours a day, seven days a week telephone hotline for crisis calls. The crisis staffing plan, crisis shift assignments,

answering service procedures, crisis telephone number, and volunteer training requirements were provided as verification.

3. Section 18294 (c) Findings:

The Center for Violence Free Relationships provided satisfactory verification of temporary housing and food facilities. Food and kitchen facilities are available within the shelter as well as in the drop in center. The Center for Violence Free Relationships has a food closet for clients who come in to the counseling offices or drop in center as well as the capacity to provide cooked or uncooked meals or groceries to clients.

4. Section 18294 (d) Findings:

The Center for Violence Free Relationships provided satisfactory verification that psychological support and peer counseling services are provided. The Center for Violence Free Relationships employs one full time licensed therapist, two full time peer counselors, and two full time volunteers who provide individual and group counseling for clients. The Center also has two student interns who are providing group and individual counseling services under clinical supervision of the LCSW.

5. Section 18294 (e) Findings:

The Center for Violence Free Relationships provided satisfactory verification that staff provide referrals to existing services within the community. Each client is provided with individualized case management services to give clients appropriate referrals to meet their specific needs. Each client is also given a community resource list that provides information on existing community services. Resource lists were provided at the site visit.

6. Sections 18294 (f) Findings:

Center for Violence Free Relationships provided satisfactory verification of a drop in center that operates during normal business hours to assist victims of domestic violence who have a need for support services. The drop in center is located at 344 Placerville Drive and is staffed from 8am to 5pm.

7. Section 18294 (g) Findings:

The Center for Violence Free Relationships provided satisfactory verification that arrangements are made for school age children to continue their education during their stay at the domestic violence shelter based program. The County Office of Education has a designated Domestic Violence liaison that works with The Center for Violence Free Relationships to immediately place children in local schools while they stay in the shelter. Special arrangements are made to provide safe and confidential transportation to school and or bus routes for children who are residing at the shelter.

8. Section 18294 (h) Findings:

The Center for Violence Free Relationships provided satisfactory verification that emergency transportation is available. A designated van is used to provide transportation for clients who reside in the shelter. A partnership with local taxi services also provides emergency transportation for clients of The Center. Documentation of emergency transportation was provided in program brochures, client contracts, and agency program plan. The Center for Violence Free Relationships was also recently awarded a grant through the Community Foundation to provide Uber rides for clients who have transportation needs.