



July 15, 2019

Deborah Mozden, Executive Director  
Turning Points Network

VIA Email

Dear Deb:

The purpose of this letter is to detail the on-site monitoring visit conducted at MEMBER PROGRAM name ON DATE. We sincerely appreciated the time you and the staff put into preparing for the monitoring visit.

The Coalition in conjunction with the NH Department of Justice monitored the State Grant in Aid (SGIA), Victims of Crime Act (VOCA), and the Violence Against Women Act (VAWA) Sexual Assault Services Program (SASP) grants for compliance with the grant provisions. This monitoring visit also reviewed compliances with the Coalition's Program Standards.

It is clear that Turning Points Network (TPN) performs all the functions of the grant programming very well. Several of TPN's systems are notable:

- TPN runs their on call system well. There is a position who oversees all functions for the on call work and that person is adept at organizing the volunteers and advocates.
- The Family Violence Prevention Specialist (FVPS) has implemented practices that other FVPSs in the state have looked to for guidance. She is willing to share innovative procedures at any time.
- The transitional housing program is well established and helps survivors immeasurably by providing housing within the community while they work on credit repair, establishing employment and rental history, and having ongoing support from advocates from TPN. And their Their safe house network is also well established, is "grass roots" and an effective means of sheltering survivors where there may not be space in the shelter.
- Their thrift store, Changes, in downtown Claremont helps to employ former survivors and provides on the job training.
- Turning Points Network's educator team has strong relationships in the community and

advances the reputation of TPN for being a leader in both best practices for services, and prevention initiatives.

During the visit we reviewed several documents, focusing on documentation for the expenditure reports:

- Signed timesheets and job descriptions of personnel funded with SGIA, VOCA, and VAWA SASP for the January through March 30, 2019
- Back-up documentation for the expenditure reports for VOCA, VOCA DV, VOCA SA, SGIA and SASP January through March 2019, including backup documentation for match claimed during that period

It was determined during the review of timesheets and payroll ledgers, that some errors occurred in the calculation of the hours charged to grants. Turning Points Network will revise those calculations and provide the Coalition with the revised documentation for their review. TPN will send the revised documents to Pam English no later than July 23, 2019.

After the visit, we reviewed several of Turning Points policies and procedures, including but not limited to:

- Emergency Shelter Program manual
- Shelter Program Rights and Responsibilities
- Client Grievance Policy and procedure
- Rights of Clients
- Staff and volunteer training manual and records
- Crisis line resource binder
- Limited English Proficiency and Limited Hearing or Speech Services Policy
- Immigrant Eligibility for Services policy
- Translation services for support groups policy
- Services brochures

We also reviewed Turning Points Network:

- FY 19 Total Agency Budget
- Chart of accounts in Quickbooks
- Fiscal Manual
- Financial Statements for year ending June 30, 2018
- List of relevant trainings attended by VOCA, and VAWA SASP-funded staff within the last two years.
- Shopping/support card policy

- Review of civil rights requirements compliance
- Employee Handbook
- Conflict of Interest Policy
- Volunteer Grievance
- Whistleblower Policy

For your information, we are attaching the pre-visit monitoring form completed by both Turning Points Network and Coalition staff, as well as the monitoring checklist form provided by TPN that Coalition staff has also completed.

Thank you very much for your cooperation during this on-site monitoring process. If you have any questions, please feel free to contact me.

Sincerely,

*Pamela English*

Pamela English, Administrative Director

Cc: Thomas Kaempfer

Enclosures