

December 30th, 2016

Jennifer Thomas
Executive Director
Georgia Commission on Family Violence
270 Washington St, S.W. – Suite 5145
Atlanta, GA 30334

Re: Notice of Deficiency

Dear Ms. Thomas,

Please accept this letter in response to the Notice of Deficiency we received following the site visit to our program on December 5th, 2016.

Deficiency #1: Three participants were not reported to the Georgia Commission on Family Violence, as well as payment for their fees were not received.

Corrective Action: We have researched through the receipts and realized that this was an oversight on our part. We apologized for overlooking this. We have already submitted the information along with payment for all three participants through the GCFV Portal. We have submitted this along with the new participants for the month of September.

Going forward, we have established the following protocol for our agency:

1. During intake we will collect the fees from all new participants.
2. Within 24 hours, we will update our New Participant Log that includes all the information that needs to be submitted to GCFV for each participant.
3. By the 5th of each month, our Office Manager will submit the completed New Participant Log to the Executive Director.
4. The Executive Director will sign in on the GCFV Portal within 48 hours and submit all information and payment through the GCFV Portal.

Deficiency #2: We forgot to notify Probation of a participant's program completion as well as to notify the Victim Liaison on terminations and completions.

Corrective Action: We have established new protocol for our agency in regards to terminations and completions. For completions, our program will set up a task reminder in Outlook for the 23rd week of any participant in our program. When the Office Manager is notified of an approaching participant's completion of the program, they will check in with the facilitator to verify the participant has completed the program. Then, the Office Manager will be in charge of writing completion letters to be signed by the Executive Director and sent to the referring source within 4 days of the 24th class completed by the participant.

As for terminations, facilitators will work with the Office Manager and Executive Director to communicate those immediately after each class and/or when a participant has reached 4 absences. The

Office Manager will write the termination letter to be faxed and emailed to the Probation Officer and to the Victim Liaison.

We are also implementing a new checklist in front of every participant's file with checkmarks for the following items: Initial Victim Request Sent to Victim Liaison, Enrollment Notice Sent to Probation, Termination or Completion Sent to Probation, Termination or Completion Sent to Victim Liaison, Participant's Exit Interview.

Deficiency #3: Classes must be 90 minutes in length.

Corrective Action: Facilitators have been notified that classes must start on time and must finish on time. A wall clock has been installed in the class room for facilitators to be able to manage the class time appropriately. We have implemented a new class log where facilitators must log in the start and end times of the class. The Office Manager will forward a copy of the log to Executive Director on a monthly basis.

Deficiency #4: Only one facilitator was present with 9 participants.

Corrective Action: We usually have two facilitators in the class. Ms. Jones, who is one of our approved facilitators, was out sick the date of the site visit. However, Mr. James Fulton is currently finishing up his co-facilitating hours and approved training to be an approved facilitator. I foresee Mr. James will have finished with all the requirements for being approved by January 31st. He will be our third facilitator available when the others are sick or need to take time off.

Should you have any questions or concerns please feel free to contact me.

Sincerely,

Jane Doe, LCSW
Executive Director
AAA Counseling Center