




COUNTY OF SAN MATEO
Human Services Agency
Departmental Correspondence

Executive Summary

DATE: August 10, 2001

TO: Honorable Board of Supervisors

FROM: Maureen D. Borland, Director, Human Services Agency
Mark Lane, Southern Regional Director   

SUBJECT: Agreement for two years with Youth and Family Assistance

RECOMMENDATION

Adopt a resolution authorizing the President of the Board to execute an Agreement with Youth and Family Assistance for the provision of prevention services for the period July 1, 2001 through June 30, 2003.

BACKGROUND

For many years the Human Services Agency has contracted with Youth and Family Assistance to provide community-based prevention services for the children and youth of San Mateo County. Effective July 1, 1999 these prevention programs were integrated into the Children and Family Services contracted programs.

In addition to the ongoing program listed in items one through four, three additional programs have been added. The Emancipated Youth Outreach Program and the Transitional Housing Placement Program were added as a result of State mandates for after care including housing, medical and employment services for former foster care youth. The Redwood City Youth Health Center was previously funded by the Health Department and is now to be funded through Children and Family Services. The Center will provide counseling, linkages to health care, education and drop-in services to youth ages twelve to twenty one years of age.

DISCUSSION

The seven prevention programs of Youth and Family Assistance covered by the Agreement are:

1. Your House Residential Services and Youth Outreach that provides a highly structured temporary residential program for runaway youths. Provides educational services to elementary, middle and high school students on self-esteem, coping/decision making skills, alcohol and drug issues, depression and suicide warning signs and how to access help.
2. Family Law Services provides monthly workshops on divorce.
3. Crisis Intervention and Suicide Prevention Services provides 24-hour, 7-day/week basis crisis telephone counseling and referral services.

4. Daybreak Program for Homeless Youth provides residential care for youths ages 16-20 for a maximum stay of 18 months per youths.

Outcome and performance measures have been developed for each of these program components

Term and Fiscal Impact

This contract amount of \$1,214,490 will be funded with Child Welfare Funds of \$394,709 of federal funds and \$576,883 of state funds for a Net County Cost of \$242,898. The required appropriation and Net County Cost have been budgeted in the Children and Family Services budget unit for both fiscal years.

Maggie Wong, Management Analyst Ext. 7969
Counsel

cc: Penny Bennett, County

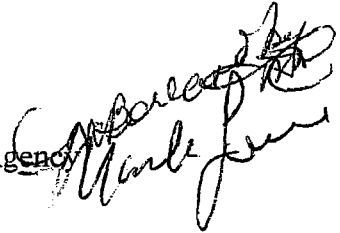
COUNTY OF SAN MATEO
Human Services Agency
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DATE: August 10, 2001

TO: Honorable Board of Supervisors

FROM: Maureen D. Borland, Director, Human Services Agency
Mark Lane, Southern Regional Director

SUBJECT: Agreement for two years with Youth and Family Assistance



RECOMMENDATION

Adopt a resolution authorizing the execution of an agreement with Youth and Family Assistance for the provision of prevention services in seven program areas serving youth for the period July 1, 2001 through June 30, 2003.

BACKGROUND

For many years the Human Services Agency has contracted with Youth and Family Assistance (YFA) to provide community-based prevention services for children and youth in San Mateo County. For the past few years these contracts have included programs such as the Your House Residential Services, Family Law Services, Crisis Intervention Suicide Prevention Services and the Daybreak Program for Homeless youth which are distinctly community-based prevention services.

I. Your House Residential Services

1. Your House South Residential Services provides a highly structured temporary residential program for run away youth and other young people who are separated from their parents at the time of placement. Your House is a six bed residential program located in Redwood City. Youth may reside at Your House for up to two weeks with parental permission, with extensions of up to 30 days for special cases. Program staff work to return youth to their parents or to stabilize them in other suitable living arrangements providing family counseling and family reunification services.
2. Your House North Bilingual Counseling and Youth Outreach Services provides bilingual youth and family counseling in Daly City and outreach services to at risk youth in North County linking with community services.

II. Family Law Services

A wide array of Family Law services are provided to the community at large. Workshops on divorce are offered three times per month and weekly Ask-a-Lawyer clinics are held and serve a minimum of one hundred fifty clients per year. Telephone assistance is offered Monday through Friday, 8:00 a.m. to 5:00 p.m., and other community resources are provided to the public, including indexed divorce legal packets, support estimates, and a Family Law Handbook.

III. Crisis Intervention Suicide Prevention Services

Crisis telephone counseling and referral services for potential suicide victims throughout San Mateo County are provided on a twenty four hour, seven days a week basis. Approximately fifteen thousand callers who are depressed, suicidal, and/or distressed are served each year, of which approximately one thousand five hundred are youth.

A minimum of thirty-four volunteers is recruited to staff the crisis line. Each volunteer receives seventy hours of targeted training so that they are able to respond to calls from youth in crisis and their families. Volunteers are recruited to meet the language needs of our community and all are trained in sensitivity and awareness regarding multi-cultural issues in San Mateo County.

The Youth Intervention Team consists of five youth outreach teams consisting of post-masters interns, trainee counselors, and/or experienced phone crisis volunteers, supervised by Youth and Family Assistance's Youth Project Manager. Team members receive 30 hours of training on suicide issues, suicide risk assessment, and youth crisis intervention as well as on-going monthly training.

Hour-long educational programs are provided to groups of one hundred fifty elementary, middle school and high school students in their health and safety education classes. Two thousand youth per year are educated regarding issues of self-esteem, coping and decision-making skills, alcohol and drug issues, depression and suicide warning signs, and how to access help.

On-call youth outreach team counselors are available during school hours and provide approximately one hundred crises outreach responses countywide. Response include such services as telephone counseling, individual or group counseling, intervention and/or transition to psychiatric emergency services or response to the Mental Health Youth Case Management Team. Additionally a bilingual counselor provides counseling services to monolingual teens in crisis. Additional on-site and telephone responses are provided by the contractor to ensure intervention and support for children and youth identified by their school as needing services.

IV. Daybreak Program for Homeless Youth

The Daybreak Program serve adolescents ages sixteen through twenty-one and assess a minimum of ninety youth per year. The maximum length of stay per youth in the residential component is six months with a twelve-month shared housing shelter care component. There

is an option to extend the stay as approved by the Northern Regional Director of the Human Services Agency. Each youth that is admitted to the program receives a case plan, a service contract, residential care, structured independent living skills training, and individual counseling and case management consultation.

DISCUSSION

Youth and Family Assistance has played an increased role in the services provided to youth in the San Mateo County community. New service components have been developed to meet the requirements of recent State legislation to address the needs of emancipated foster care youth. Incorporated in the contract for FY 2001-03 are three new program areas, Emancipated Foster Youth Outreach and Aftercare Services, Transitional Housing Placement Program and Redwood City Youth Health Center.

I. Transitional Housing Placement Program

The Transitional Housing Placement Program (THPP) will provide independent housing, individual case management, supportive services, and educational services to youth emancipating from foster care. The provisions of AB2774 are as follows:

- The youth must be between the ages of seventeen and eighteen and have completed the Independent Living Skills Program (ILSP), or nearing completion, to participate.
- The youth will be required to have attended classes in all aspects of independent living.
- YFA will provide intensive case management with all youth in the program, develop cooperative relationships with local landlords, lease the apartments for the youth, develop and monitor case plan that ensures the ongoing safety and well being of the youth in transitional housing.
- Youth will be mentored, coached, and counseled on all aspects of independent living skills.
- Education and mentorship will include developing competencies in the areas of money management, health, nutrition, employment, and educational goals as part of an ongoing independent living transition.
- YFA will track and keep records on all aspects of the THPP Program.

II. Emancipated Foster Youth Outreach and Aftercare Services (EFYOA)

The EFYOA program will provide outreach to former foster care youth ages sixteen to twenty one. This population is currently under served and new legislation has mandated that former foster care youth receive additional services. This is often a hidden population that is known to be at greater risk of homelessness and drug and alcohol addiction. Youth and Family Assistance will provide outreach to identify this population and provide case management services. Services will include:

- Contacting agencies countywide that serve youth to locate eligible youth.
- Providing youth with information regarding services, medical linkages, housing assistance, and mentoring.
- Youth and Family Assistance will create a record keeping system to track emancipated foster care youth as well as case files on each youth.

- Youth and Family Assistance will also participate with HSA in program planning and development for this population.

III. Redwood City Youth Health Center

The Redwood City Youth Health Center (RCYHC) is a comprehensive program providing confidential outreach, counseling and drop-in services for youth ages twelve to twenty one. The services provided include mental health counseling, health education, outreach, peer mentoring, support groups, and drop in services. The RCYHC incorporates the asset development model for youth development services to provide counseling services and mentorship for homeless youth and those facing health-related issues. The center receives Federal funding to work with homeless youth as well as Health Services funding for a Nurse Practitioner.

PERFORMANCE MEASURES

Youth and Family Assistance has agreed to provide quarterly reports on the following performance measures:

<u>Youth Home - Youth in Residential Services</u>					
<u>Outcome</u>	<u>Performance Measure</u>	<u>Source of Data</u>	<u>Actual FY 00-01</u>	<u>Estimated FY 01-02</u>	<u>Projected FY 02-03</u>
Provide residential services to 150 youths	Upon exit, 85% of the youth will return home or be placed in an alternative living arrangement in compliance with their case deposition plan	Counselor Assessments	128	128	128

<u>Family Law Services</u>					
<u>Outcomes</u>	<u>Performance Measure</u>	<u>Source of Data</u>	<u>Actual FY 00-01</u>	<u>Estimated FY 01-02</u>	<u>Projected FY 02-03</u>
Offer workshop to 192 participants on the legal system and divorce	Upon exit, 80% of the Workshop Participants will increase knowledge in the legal system regarding divorce	Workshop Survey and Case notes	192	192	192
Provide information to 150 participants attending Ask a Lawyer Clinic	Upon exit, 80% of the clinic attendees will obtain knowledge on how the divorce may impact them and their children	Workshop Survey and Case notes	144	150	150

Crisis Center Help Line					
Outcomes	Performance Measure	Source of Data	Actual FY 00-01	Estimated FY 01-02	Projected FY 02-03
Provide telephone counseling and referral services to an estimated 15,000 callers	100% of individuals seeking crisis counseling and intervention will receive immediate counseling and referral to other services	Telephone Logs, Counselor Notes	15,000	15,000	15,000
Provide information on suicide intervention and prevention to 4,500 youths	80% of youths participating in suicide intervention and prevention education will report a greater understanding on the topic	Telephone Logs, Counselor Notes Attendance Rosters and educational surveys	4,596	4,596	4,596

Emancipated Foster Youth Outreach				
Outcomes	Performance Measure	Source of Data	Estimated FY 01-02	Projected 02-03
Youth ages 16-21 will be contacted and provided services and information	Each youth will receive multiple services. Each time a youth is reached is a contact – 800 contacts will be made per year	Counselor records	800 contacts to youth to provide case management and information	900 contacts to youth to provide case management and information

Transitional Housing Placement Program					
Outcomes	Performance Measure	Source of Data	Actual FY 00-01	Estimated FY 01-02	Projected 02-03
Provide housing, counseling, case management and education services to youth ages 17-18	100% of youth served will receive housing, counseling, mentoring, coaching, and employment services	Counselor records	Baseline to be developed	12 youth will be maintained in independent housing	15 youth will be maintained in independent housing

Daybreak Individual Case Plans Developed					
Outcomes	Performance Measure	Source of Data	Actual FY 00-01	Estimated FY 01-02	Projected FY 02-03
An unduplicated count of 45 youths will transition to a positive living arrangement	Upon exit, 60% of the youth with an individual case plan will transition to a positive living arrangement	Counselor Assessments	45	45	45

Redwood City Youth Health Center				
Outcomes	Performance Measures	Source of Data	Estimated FY 01-02	Projected 02-03
Outreach and Health Education for 200 youth	90% of youth will increase their knowledge of health issues	Counseling and Assessment Pre/post test	220 youth will increase their health knowledge	250 youth will increase their health knowledge
Case management for 150 youth	100% of youth will have individual service plans and receive advocacy and referral services	Counselor Records	175	200
Health Assessments for 130 youth	80% of youth participating in health care assessments will receive health care services	Clinic records and logs	170	200

Human Services Agency has experienced a delay in completing this agreement for several reasons. One cause of delay is attributed to the dependency of two of the new program areas on the passage of State budget legislation related to services for foster care youth. The other contributing factors to the delay has been the transition of Human Services Agency program management staff for Adolescent Services and the length of time required to coordinate and negotiate these new services.

Approval of this Agreement is critical to the financial health of Youth and Family Assistance. Youth and Family Assistance is a small non-profit organization that provide valuable services to San Mateo County youth but who rely on San Mateo County as one of its primary sources of funding. An extended gap in funding from San Mateo County would create an undue hardship for Youth and Family Assistance.

The resolution and agreement have been reviewed and approved by County Counsel.

FISCAL IMPACT

The term of this Agreement is from July 1, 2001 through June 30, 2003. The total amount of the two-year contract obligation is \$1,214,490. The fiscal year 2001-02 contract obligation is \$607,245 and the fiscal year 2002-03 contract obligation is \$607,245.

Of the fiscal year 2001-02 contract amount of \$607,245, a cost of living increase of \$44,295 was applied to the prior year contract program areas of Your House Residential Services, Daybreak Program, Family Law Services, Crisis Intervention Services and the Redwood City Youth Health Center Services.

This contract amount of \$1,214,490 will be funded with Child Welfare Funds of \$394,709 of federal funds and \$576,883 of state funds for a Net County Cost of \$242,898. The required appropriation and Net County Cost have been budgeted in the Children and Family Services budget unit for both fiscal years.

cc: Penny Bennett, County Counsel

RESOLUTION NO. _____

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

* * * * *

RESOLUTION AUTHORIZING EXECUTION OF AN AGREEMENT WITH
YOUTH AND FAMILY ASSISTANCE

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, Youth and Family Assistance is a community-based agency committed to providing delinquency prevention and other related Human Services to the San Mateo County community; and

WHEREAS, it is now the mutual desire and intent of the parties to enter into a new agreement.

WHEREAS, this Board has been presented with a form of such Agreement and has examined and approved it as to both form and content and desires to enter into the Agreement:

NOW, THEREFORE, IT IS HEREBY RESOLVED that the President of this Board of Supervisors is, and is hereby authorized and directed to execute said Agreement for and on behalf of the County of San Mateo and the Clerk of this Board shall attest the President's signature thereto.



**AGREEMENT BETWEEN
COUNTY OF SAN MATEO**

AND

YOUTH AND FAMILY ASSISTANCE

For the Period of

JULY 1, 2001 THROUGH JUNE 30, 2003

Agency Contact Person:
Maggie Wong, Management Analyst
Human Services Agency
1.650.595.7969

AGREEMENT WITH YOUTH AND FAMILY ASSISTANCE FOR YOUTH SERVICES

THIS AGREEMENT, entered into this _____ day of _____, 2001, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and YOUTH AND FAMILY ASSISTANCE, hereinafter called "Contractor";

W I T N E S S E T H :

WHEREAS, pursuant to Government Code, Section 31000, County may contract with independent contractors for the furnishing of such services to or for County or any Department/Agency thereof; and

WHEREAS, it is necessary and desirable that Contractor be retained for the purpose of performing the professional services for the Human Services Agency, hereinafter described:

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

The following exhibits are attached hereto and incorporated by reference herein:

1. **Exhibits**

Exhibit A: Program Description

Exhibit B: Program Budget and Payment Schedule

Exhibit C: Compliance with Section 504

Exhibit D: Program Monitoring

2. **Services to be Performed**

In consideration of the payments hereinafter set forth in Exhibit B, attached hereto and incorporated by reference herein, Contractor, under the general direction of the Director of Human Services Agency, or her authorized representative, with respect to the product or result of Contractor's services, shall perform services as described in Exhibit A, attached hereto and incorporated by reference herein.

3. **Payments**

- A. **Maximum Amount.** In full consideration of Contractor's performance of the services described in Exhibit A, the amount that the County shall be obligated to pay for services rendered under this Agreement shall not exceed ONE MILLION TWO HUNDRED FOURTEEN THOUSAND FOUR HUNDRED EIGHTY EIGHT DOLLARS (\$1,214,488.00) for the contract term.
- B. **Availability of Funds.** Payment for all services provided pursuant to this contract are contingent upon the availability of County, State, and Federal funds and marriage license fees. In the event the necessary funds are not collected and allocated, the County shall not be liable for any payment whatsoever; including, but not limited to, payments that are based on County funds. The County may terminate the agreement for unavailability of Federal, State or County funds.

4. **Relationship of Parties**

It is expressly understood that this is an agreement between two (2) independent contractors and that no agency, employee, partnership, joint venture or other relationship is established by this Agreement. The intent by both County and Contractor is to create an independent contractor relationship. Contractor expressly acknowledges and accepts his/her tax status as and the tax consequences of an independent contractor. Further, as an independent contractor, Contractor expressly acknowledges and accepts that he/she has no rights, benefits, privileges and/or claims in any form whatsoever under, from through and/or pursuant to the San Mateo County Civil Services Rules.

5. **Hold Harmless**

Contractor shall indemnify and save harmless the County, its officers, agents, employees, and servants from all claims, suits or actions of every name, kind and description, brought for, or on account of: (A) injuries to or death of any person including contractor, or (B) damage to property of any kind whatsoever and to whomsoever belonging, (C) any other loss or cost, including but not limited to, the concurrent active or passive negligence of the County, its officers, agents, employees or servants, resulting from the performance of any work required of Contractor, or payments made pursuant to this Agreement, provided that this shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of the Contractor to indemnify and save harmless, as set forth herein, shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

6. **Insurance**

A. The Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this paragraph has been obtained and such insurance has been approved by the Director of Human Services and Contractor shall use diligence to obtain such issuance and to obtain such approval. The Contractor shall furnish the Human Services Agency with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending the Contractor's coverage to include the contractual liability assumed by the Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to the Human Services Agency of any pending change in the limits of liability or of any cancellation or modification of the policy.

(1) **Worker's Compensation and Employer's Liability Insurance.** The Contractor shall have in effect during the entire life of this Agreement Workers' Compensation and Employer's Liability Insurance providing full statutory coverage. In signing this Agreement, the Contractor makes the following certification, required by Section 1861 of the California Labor Code:

I am aware of the provisions of Section 3700 of the California Labor Code which require every employer to be insured against liability for Worker's Compensation or to undertake self-insurance in accordance with the provisions of the Code, and I will comply with such provisions before commencing the performance of the work of this Agreement.

(2) **Liability Insurance.** The Contractor shall take out and maintain during the life of this Agreement such Bodily Injury Liability and Property Damage Liability Insurance as shall protect him/her while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractors operations under this Agreement, whether such operations be by himself/herself or by any sub-contractor or by anyone directly or indirectly employed by either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall be not less than the amount specified below.

Such insurance shall include:

- (a) Comprehensive General Liability \$1,000,000
- (b) Motor Vehicle Liability Insurance\$1,000,000
- (c) Professional Liability \$1,000,000

After one year from the date this Agreement is first executed, the County may, at its sole discretion, require an increase in the amount of liability insurance to the level then customary in similar county agreements by giving sixty (60) days notice to Contractor. County and its officers, agents, employees and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that the insurance afforded thereby to the County, its officers, agents, employees and servants shall be primary insurance to the full limits of liability of the policy, and that if the County or its officers and employees have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, the County of San Mateo at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work pursuant to this Agreement.

7. **Non-Discrimination**

Contractor shall comply with the non-discrimination requirements described below:

A. **Section 504 of the Rehabilitation Act of 1973.**

- 1) Pursuant to Section 504 (Public Law 93-112), the Contractor agrees that no otherwise qualified handicapped individual shall, solely by reason of a handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of this contract.
- 2) Compliance of Section 504 of the Rehabilitation Act of 1973, as amended, requires that all benefits, aids and services are made available to handicapped persons on an equivalent basis with those received by non-handicapped persons. Contractor shall agree to be in compliance with Section 504 requirements by 1) signing the Letter of Assurance, attached and incorporated herein as Exhibit C, or 2) by developing a plan for compliance to be submitted to the Section 504

Coordinator, Department of Health Services, as soon as possible but not later than by the end of the current Fiscal Year.

- B. **Non-discrimination - General.** No person shall, on the grounds of age (over 40), ancestry, creed, color, disability, marital status, medical conditions, national origin, political or religious affiliation, race, sex, sexual orientation or any non-job related criteria be excluded from participation in, be denied the benefits, or be subjected to discrimination under this agreement.
- C. **Non-Discrimination - Employment.** Contractor shall ensure equal employment opportunity based on objective standards of recruitment, selection, promotion, classification, compensation, performance evaluations, and management relations, for all employees under this Agreement. Contractor nondiscrimination policies shall be made available to County upon request.
- D. With respect to the provision of employee benefits, Contractor shall comply with the County Ordinance which prohibits contractors from discriminating in the provision of employee benefits between an employee with a domestic partner and an employee with a spouse.

8. **Violation of Non-Discrimination Provisions.**

Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Manager, including but not limited to

- i) termination of this Agreement;
- ii) disqualification of the Contractor from bidding on or being awarded a County contract for a period of up to 3 years;
- iii) liquidated damages of \$2,500 per violation;
- iv) imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Manager.

To effectuate the provisions of this paragraph, the County Manager shall have the authority to:

- i) examine Contractor's employment records with respect to compliance with this paragraph;
- ii) set off all or any portion of the amount described in this paragraph against amounts due to Contractor under the Contract or any other Contractor between

Contractor and County.

Contractor shall report to the County Manager the filing by any person in any court of any complaint of discrimination or the filing by any person of any and all charges with the Equal Employment Opportunity Commission, the Fair Employment and Housing Commission or any other entity charged with the investigation of allegations within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include the name of the complainant, a copy of such complaint and a description of the circumstance. Contractor shall provide County with a copy of their response to the Complaint when filed.

9. Child Abuse Prevention and Reporting.

Contractor agrees to ensure that all known or suspected instances of child abuse or neglect are reported to a child protective agency. Contractor agrees to fully comply with the Child Abuse and Neglect Reporting Act, Cal Pen Code 11164 et seq. Contractor will ensure that all known or suspected instances of child abuse or neglect are reported to an agency (police department, sheriff's department, county probation department if designated by the county to receive mandated reports, or the county welfare department) described in Penal Code Section 11165.9. This responsibility shall include:

- A. A requirement that all employees, consultants, or agents performing services under this contract who are required by Penal Code to report child abuse or neglect, sign a statement that he or she knows of the reporting requirement and will comply with it.
- B. Establishing procedures to ensure reporting even when employees, consultants, or agents who are not required to report child abuse under, the Penal gain knowledge of, or reasonably suspect that a child has been a victim of abuse or neglect.
- C. Contractor agrees that its employees, subcontractors, assignees, volunteers, and any other persons who provide services under this contract and who will have supervisory or disciplinary power over a minor or any person under his or her care (Penal 11105.3) will be fingerprinted in order to determine whether they have a criminal history which would compromise the safety of children with whom Contractor's employees, subcontractors, assignees or volunteers have contact. All fingerprinting services will be at County's sole discretion and Contractor's sole expense.

10. **Assignments and Subcontracts**

- A. Without the written consent of the Director of Human Services or her designee, this Agreement is not assignable in whole or in part. Any assignment by Contractor without the written consent of the Director of Human Services or her designee violates this Agreement and shall automatically terminate this Agreement.
- B. Contractor shall not employ subcontractors or consultants to carry out the responsibilities undertaken pursuant to this contract without the written consent of the Director of Human Services or her designee.
- C. All assignees, subcontractors, or consultants approved by the Director of Human Services or her designee shall be subject to the same terms and conditions applicable to Contractor under this agreement, and Contractor shall be liable for the assignee's, subcontractor's or consultant's acts and/or omissions.
- D. All agreements between Contractor and subcontractor and/or assignee for services pursuant to this Agreement shall be in writing and shall be provided to County.

11. **Records**

- A. Contractor agrees to provide to County, to any Federal or State department having monitoring or reviewing authority, to County's authorized representatives and/or their appropriate audit agencies upon reasonable notice, access to and the right to examine and audit all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules and regulations, and this Agreement, and to evaluate the quality, appropriateness and timeliness of services performed.
- B. Contractor shall maintain and preserve all records relating to this Agreement in its possession of any third party performing work related to this Agreement for a period of four (4) years from the termination date of this Agreement, or until audit findings are resolved, whichever is greater.

12. **Compliance with Applicable Laws**

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County and Municipal laws, ordinances, regulations, including but not limited to appropriate licensure, certification regulations, and confidentiality requirements, and applicable quality assurance regulations.

13. **Monitoring**

All services performed and payments made pursuant to this agreement shall be monitored according to the protocols set forth in Exhibit D, attached hereto and incorporated by reference herein.

14. **Alteration of Agreement**

This Agreement is entire and contains all the terms and conditions agreed upon by the parties. No alteration or variation shall be valid unless made in writing and signed by the parties hereto, and no oral understanding or agreement shall be binding on the parties hereto.

15. **Interpretation and Enforcement**

A. Any notice, request, demand or other communication required or permitted hereunder shall be deemed to be properly given when deposited in the United States mail, postage prepaid, or when deposited with a public telegraph company for transmittal, charges prepaid, addressed:

1) In the case of County, to:
San Mateo County
Mark Lane, Southern Regional Director
Human Services Agency
2500 Middlefield Road
Redwood City, CA 94063
650-364-5684

2) In the case of Contractor, to:
Cheryl Zando, Executive Director
Youth and Family Assistance
609 Price Avenue, Suite 205
Redwood City, CA 94063
650-366-8401 x303

B. **Controlling Law.**

The validity of this Agreement and of its terms or provisions, as well as the rights and duties of the parties hereunder, the interpretation and performance of this Agreement shall be governed by the laws of the State of California.

16. **Term of the Agreement**

Subject to compliance with the terms and conditions of this Agreement, the term of this Agreement shall be from July 1, 2001, through June 30, 2003. This Agreement may be terminated by Contractor, Director of Human Services, or her designee at any time upon thirty (30) days written notice to the other party.

IN WITNESS WHEREOF, the parties hereto, by their duly authorized representatives, have
affixed their hands.

COUNTY OF SAN MATEO

By: _____
Michael D. Nevin, President
Board of Supervisors, County of San Mateo

Date: _____

ATTEST: _____
Clerk of Said Board

Date: _____

YOUTH AND FAMILY ASSISTANCE

Cheryl Zando, Executive Director
Name, Title - Print

Cheryl E Zando
Signature

Date: 8/9/01

Tax ID#: 94-3094966

EXHIBIT A

**AGREEMENT BETWEEN COUNTY OF SAN MATEO AND YOUTH AND
FAMILY ASSISTANCE PROGRAM FOR THE PERIOD
JULY 1, 2001 THROUGH JUNE 30, 2002**

PROGRAM DESCRIPTION

Contractor will provide contracted services at mutually agreed upon location(s) in San Mateo County. All payments under this Agreement must directly support services specified in this Agreement. Contractor will provide the following services:

I. YOUR HOUSE RESIDENTIAL SERVICES

1. Residential Services:

Provide family and individual counseling services, shelter, health care, substance abuse and general support services to youth in assisting them toward family reunification.

- a. Provide residential services to one hundred fifty (150) youths including residential emergency overnights.
 - With parental permission, provide up to a two (2) week residential stay for each youth. Extensions, not to exceed a total residential stay of thirty (30) days, may be provided with the approval of the Contractor's Clinical Director or the Director of Program Services.
 - During the Your House stay, arrange to return the youth home, or find other suitable living arrangements.
 - Provide family counseling during the residential stay and after reunification.
- b. Provide face-to-face, one-time crisis intervention services to one hundred ten (110) individuals.
- c. Respond to five hundred (500) crisis phone calls.

2. Outreach:

Provide outreach contact with youth and other service providers across San Mateo County about youth services available within the community including shelter, health care, substance abuse, and general support services.

- a. Provide a total of two thousand five hundred (2,500) street-based and community outreach contacts with youth in San Mateo County.
 - Develop baseline data on the number of street-based and community outreach contacts with youth in San Mateo County who are emancipated foster care youth.

3. Case Management:

Provide comprehensive assessment, case management and counseling to youth at-risk of expulsion or future contact with the law at a mutually agreed upon location in Daly City.

- a. Complete a comprehensive assessment of and provide services to fifty (50) youth and their families. Services may include case management, group, family, and/or individual counseling, or referrals to other service providers.

II. FAMILY LAW SERVICES

Contractor will provide the following law services, each separately:

1. Workshops:

a. Divorce – The Legal, Financial and Emotional Impact:

- Contractor will provide one (1) workshop per month for a total of twelve (12) workshops per year. Contractor will provide workshops to an average of eight (8) to ten (10) attendees per workshop.
- Contractor will provide these workshops with a judge, attorney, mediator, therapists, and CPA presenters.
- Content will include topics such as what to expect from the legal system, what questions to ask when selecting an attorney, how divorce affects adults and children, how one's response to divorce can affect the legal, and financial outcome.

b. Divorce – How to Fill Out Your Own Divorce Forms:

- Contractor will provide one (1) workshop per month for a total of twelve (12) workshops per year. Contractor will provide workshops to an average of eight (8) attendees per workshop.
- Contractor will provide these workshops with a family law attorney presenter.
- Content will include topics such as the legal process, rights and options and how to fill out the divorce forms.

2. Clinics:

a. Ask-a-Lawyer:

- Contractor will offer a clinic every Wednesday afternoon (except when Wednesday falls on a legal holiday).
- Contractor will provide clinics to an average of four to six (4-6) attendees per clinic for a minimum of one hundred fifty (150) attendees per year.
- Contractor will provide these clinics with a family law attorney presenter.
- Contractor will provide clinics to include a private session with a local volunteer family law attorney to obtain answers to procedural questions and receive family law information.

3. Direct Services:

a. Provide a telephone assistance program to 200 callers:

- Provide current information on family law and other agency referrals.
- Telephone assistance will be offered Monday through Friday from 8:00 a.m. through 5:00 p.m.

4. Resources:

- a. Resources provided shall include indexed divorce legal packets, support estimates and family law handbooks

III. CRISIS INTERVENTION SUICIDE PREVENTION SERVICES

Contractor will provide youth intervention services and will operate the alcohol and drug information and referral help line and the crisis counseling and referral services program at a mutually agreed upon location(s) in San Mateo County. All payments under this Agreement must directly support services specified in this Agreement. Contractor will provide the following services:

1. Training Services:

- a. Maintain a minimum of five (5) Youth Intervention Team members. Teams members will be post-masters interns, trainee counselors and/or experienced phone crisis counselor volunteers and will receive regular supervision by Contractor's Director of Youth Services.
- b. Provide thirty (30) hours of training to Youth Intervention Team members. Training will include youth suicide issues, suicide risk assessment, and youth crisis intervention.
- c. Provide a one (1) hour education program to one hundred fifty (150) elementary, middle and high school students in their health/safety education classes. The education program will reach three thousand (3,000) students. Program facilitators will be Youth Intervention Team members. The program will include:
 - Self-esteem
 - Coping/decision making skills
 - Alcohol and drug issues
 - Depression/suicide warning signs
 - How to access help
 - Appropriate follow-up/support for any child as needed
- d. Provide an on-call counselor from the Youth Intervention Team during school hours, every day that school is in session. Provide an estimated one hundred (100) crisis outreach responses countywide, to assist youth in crisis.
 - Respond appropriately to each crisis outreach call as assessed by Contractor's Director of Youth Services.
 - Response may include telephone counseling, in person individual or group counseling, intervention and/or transition to Psychiatric Emergency Services or the Mental Health Youth Case Management Team.

- e. Youth Intervention Team members will provide up to three (3) telephone or in-person follow-up sessions per crisis outreach call that they respond to. Provide an estimated one hundred (100) follow-up sessions in total with youth that have received crisis outreach response services.
- f. Provide an estimated three (3) follow-up sessions as appropriate to support people related to each crisis outreach call. Support people may include, but are not limited to teachers, other agencies, hospitals and family members/caretakers.
- g. Provide phone follow up services
 - The Director of Youth Services will assign follow-up phone calls to be made by the trained crisis line volunteers. An estimated one hundred seventy (170) follow-up calls will be made to youth that have called in crisis to their caretakers.

2. Crisis Counseling and Referral Services:

- a. Maintain twenty-four (24) hour-a-day, seven (7) days-a-week crisis telephone counseling and referral services for potential suicide victims throughout San Mateo County.
 - Potential suicide victims include those who are depressed, suicidal, and/or distressed.
- b. Provide telephone counseling and referral services to an estimated population of fifteen thousand (15,000) callers.
 - Of the estimated calls fifteen hundred (1,500) will be from individuals 18 years old and younger and thirteen thousand five hundred will be from individuals over 18 years of age.
 - Telephone counseling and referral services will include direct and immediate intervention at the time of extreme emotional crisis.
 - Recruit new volunteers to answer the crisis counseling and referral line.
 - Training hours will include seven (7) hours of training to volunteers for Contractor's Crisis Line on how to respond to calls from youths in crisis and their families. Provide fifty (50) hours of training to each of a minimum of thirty-four (34) crisis counseling and referral services volunteers.

- Keep a record of all calls received.
- Develop a plan to increase the diversity of the populations served that may include developing any of the following:
 - A “language bank” of volunteer interpreters in the community.
 - Fliers and public service announcements in non-English languages.
 - Special recruitment efforts to attract more multi-cultural volunteers for the crisis line as well as for Contractor’s Board of Trustees.
 - Increased training of volunteers in sensitivity and awareness regarding multi-cultural issues in San Mateo County.

IV. EMANCIPATED FOSTER YOUTH OUTREACH AND AFTERCARE SERVICES

The target population of emancipated foster care youth will include youth 16-21 years of age. Contractor will identify and provide services to former foster youth who was 16 years of age and older at the time they exited placement.

1. Outreach

- Provide 800 contacts with youth 16-21 years of age.
- Contact all providers of services to youth 16 to 21 years of age include health, education, nonprofit, probation, and recreation.
- Maintain periodic contact both with youth and service providers.
- Encourage providers to identify former foster youth in their programs.

2. Assessment of Youth

- Determine needs, issues, strengths and goals with youth.
- Establish steps to achieve goals.

3. Develop and Coordinate Service Delivery Plan

- Identify needs to be met including public transportation, employment and training, health care, housing assistance (18 and older) and after care.
- After care services will include education, crisis counseling, legal assistance, emergency assistance, job placement and vocational training.
- Make appropriate referrals and provide follow- up.
- Secure resources identified in the service delivery plan.

4. Mentoring and recreational activities
 - Secure resources for mentoring and recreational activities
5. Development and Maintain Case Files for each youth served
 - Maintain contact log with dates, purpose of contact, activity, agreement, instructions and outcomes.
 - Obtain authorization on all expenses. Keep record of expenses and category in case.
6. Meet regularly with the County's Independent Living Program Coordinator to review program and identify youth needs and plan for use of resources.
7. Attend Independent Living Program (ILP) extended team meetings, Family Self-Sufficiency Team (FSST) meetings and other meeting as agreed upon.
8. Participate in program development to meet the needs of former foster youth 18-21 years of age who have been emancipated from the foster care system.
9. Assist in establishing a baseline of information on the target population to be served.
10. Contractor will provide services to the targeted population by maintaining the required expertise and abilities:
 - Knowledge of adolescent development and foster youth issues.
 - Knowledge of transition to independence issues
 - Knowledge of independent living skills, employment, housing, mental health, substance abuse, and education.
 - Experience working with adolescents.
 - Motivational skills
 - Outreach skills
 - Ability to educate the community about the former foster youth population

V. TRANSITIONAL HOUSING PLACEMENT PROGRAM

1. Housing placement services will include housing search, negotiations with prospective landlords and placement of youth into leased units as youth are accepted into the program.

2. Provide housing establishment and maintenance costs such as unit deposits, first and last month's rent, telephone and utility installation, purchase of furniture, linen, cookware, dishes and small appliances.
3. Provide a Transitional Housing Placement Program Coordinator to provide case management services including close supervision, monitoring and follow up.
4. Conduct background checks on all employees assigned to the transitional housing placement program including age, criminal history and, drug and alcohol history.
5. Provide monitoring and independent living skills services such as the quality of the home environment, health and nutrition, education, budgeting, money management, work and social activities of youth placed in transitional housing.
6. Provide money management skill development services such as development of individualized financial responsibility plans and scheduled budget sessions with individual youths in the program.
7. Coordinate case assessment with the County Independent Living Program and Human Services Agency staff.
8. Contractor will adhere to the State transitional housing plan for the Transitional Housing Placement Program.

VI. DAYBREAK PROGRAM FOR HOMELESS YOUTH

Contractor will operate the Daybreak Program for Homeless Youth serving adolescents ages 16 through 20 years of age, at a mutually agreed upon location in San Mateo County. All payments under this Agreement must directly support services specified in this Agreement. Maximum length of stay in Daybreak shall not exceed eighteen (18) months without prior written approval of the Human Services Agency's Northern Regional Director. Maximum length of stay is the maximum amount of time the County will fund Daybreak Program services, per individual.

1. Program Services

- a. Provide assessment to a minimum of ninety (90) homeless youth. All youth who are not appropriate for admission to Daybreak will be provided with referrals to other social services.

- b. Develop individual case plans and service contracts for thirty (30) youths admitted in the six (6) month shelter component, ten (10) youths admitted in the shared housing component, and five (5) youths involved in the aftercare component.
- c. Provide a minimum of two thousand nine hundred twenty (2,920) days of residential care; seven hundred (700) hours of structured independent living skills training; and two thousand (2,000) hours of individual counseling and case management consultation.
- d. An adult volunteer mentor matched with the youth at the beginning of their Daybreak stay will be available to the youth during the shared housing and aftercare components. The mentor will continue to provide support, encouragement, and assistance to the youth they are assigned to.

VII. REDWOOD CITY YOUTH HEALTH CENTER SERVICES

- 1. Provide general as well as gender and culturally competent face-to-face outreach and health education to two hundred (200) youth ages 12-21, at the Redwood City Youth Health Center (RCYHC), including:
 - a. Drop-in services to one hundred fifty (150) youth at Contractor's sites;
 - b. Culturally competent health education services to one hundred eighty (180) Latino, African-American, and Asian Pacific Islander youth; and
 - c. Specialized health information for one hundred fifty (150) teen women.
- 2. Provide case managed basic assistance and other referral services to one hundred fifty (150) youth at the Redwood City Youth Health Center, including:
 - a. Development of individual service plans for one hundred fifty (150) youth;
 - b. Advocacy and referral for one hundred fifty (150) youth to support services; and
 - c. Services to seventy five (75) youth to include substance abuse counseling, mental health groups, tutoring and health education groups, and counseling.
- 3. Provide comprehensive health assessments for one hundred thirty (130) youth, including:
 - a. Provide comprehensive and gender specific health assessments to seventy five

(75) teen women;

- b. Provision of access to primary health care services to one hundred thirty (130) youth that include: illness and injury treatment, physical exams, testing and treatment of sexually transmitted diseases, tuberculosis, HIV and other communicable diseases, and specialized care for teen women and their children;
 - c. Follow-up health care services provided through RCYHC, Daly City Youth Health Care (DCYHC), Fair Oaks Health Center, North County Health Center, and other sites to one hundred thirteen (113) youths.
4. Work with County Health and Human Services Agency staffs and the Homeless Teen Health Care Team (HTHCT) to provide services to youth at the RCYHC including:
- a. Operation of the RCYHC, a teen multi-service center, located in Redwood City where teens congregate. Provide health-related services and other services that meet the needs of the teen population.
 - b. Provide streamlined intakes, benefits, referral and follow-up procedures to avoid collecting duplicate information and to minimize administrative procedures for youth before and while receiving services.
 - c. Provide expanded, culturally focused outreach emphasizing strategies to reach underserved populations.
 - d. Provide drop-in services to youth at the Health Center. Services at the center shall include health information, healthy snacks, recreation, bilingual group counseling, and referrals to needed services.
 - e. Provide group sessions at Your House and Daybreak Programs to explore a range of health issues and concerns and to get to know the RCYHC staff. Groups shall focus on health-related topics selected by youth.
 - f. Provide each teen with a Self-health Check at intake that is reviewed by the Public Health Nurse (PHN), and arrange an appointment with the PHN when appropriate.

Contractor's Outcome Based Management Responsibilities :

Engage in activities and supply information required to implement the County's Outcome-Based Management and Budgeting (OBM) initiative. Activities include, but are not limited to:

- Attending planning and informational meetings;
- Developing program performance and outcome measurements;
- Collecting and submitting data necessary to fulfill measurement requirements;
- Participating in technical assistance and training events offered by the Human Services Agency and seeking technical assistance and training necessary to fulfill measurement requirements; and
- Participating in a review of performance and outcome information;
- Comply with OBM Implementation Guidelines as specified in memos released by the Human Services Agency.

Human Services Agency's Outcome Based Management Responsibilities:

Provide technical assistance and support to assist contractor's implementation of the County's Outcome-Based Management and Budgeting (OBM) initiative. Issue and review OBM Implementation Guidelines. Conduct review of performance and outcome information. Provide reimbursement for the cost of contractor staff time spent attending OBM meetings, training sessions, and technical assistance events held or required by HSA. Application for reimbursement must be made in accordance with eligibility criteria and procedures set forth in OBM Implementation Guidelines.

EXHIBIT B

**DESCRIPTION OF CONTRACTOR'S RESPONSIBILITIES
YOUTH AND FAMILY ASSISTANCE
FISCAL YEAR 2001-2003**

**AGREEMENT BETWEEN COUNTY OF SAN MATEO AND YOUTH AND FAMILY
ASSISTANCE FOR THE PERIOD JULY 1, 2001 THROUGH JUNE 30, 2002**

PAYMENT SCHEDULE

I. PAYMENTS

In full consideration of the services provided by Contractor pursuant to this Agreement, and subject to the provisions of Paragraph 3 hereinabove, County shall pay Contractor in the manner described below, unless otherwise specifically authorized by the Human Services Agency Director, or her designee. In no event will the total payment to Contractor under this Agreement exceed the maximum contract obligation specified in Paragraph 2.A., hereinabove.

A. County will pay Contractor one-twenty fourth (1/24) of ONE MILLION TWO HUNDRED FOURTEEN THOUSAND FOUR HUNDRED NINETY DOLLARS \$1,214,490.00 per month, for services specified in Exhibit A for the period from July 1, 2001 though June 30, 2003.

Following is a breakdown per service component on an annual basis:

Funding Distribution	Fiscal Year 2001-02	Fiscal Year 2002-03	Sub-Totals
Your House Residential Services	\$234,845.00	\$234,845.00	\$469,690.00
Family Law Services	\$55,313.00	\$55,313.00	\$110,626.00
Crisis Intervention Suicide Prevention Services	\$72,501.00	\$72,501.00	\$145,002.00
Emancipated Foster Youth Outreach and After Care Services	\$70,000.00	\$70,000.00	\$140,000.00
Transitional Housing Placement Program	\$50,000.00	\$50,000.00	\$100,000.00

Daybreak Program for Homeless Youth	\$34,386.00	\$34,386.00	\$68,772.00
Redwood City Youth Health Center Services	\$90,200.00	\$90,200.00	\$180,400.00
TOTALS	\$607,245.00	\$607,245.00	\$1,214,490.00

B. County will pay Contractor monthly as follows for the period from July 1, 2001 through June 30, 2003.

Funding Distribution	Fiscal Year 2001-02	Fiscal Year 2002-03
Your House Residential Services	\$19,570.42	\$19,570.42
Family Law Services	\$4,609.42	\$4,609.42
Crisis Intervention Suicide Prevention Services	\$6,041.75	\$6,041.75
Emancipated Foster Youth Outreach and After Care Services	\$5,833.33	\$5,833.33
Transitional Housing Placement Program	\$4,166.67	\$4,166.67
Daybreak Program for Homeless Youth	\$2,865.50	\$2,865.50
Redwood City Youth Health Center Services	\$7,516.67	\$7,516.67
TOTALS	\$50,603.76	\$50,603.76

- C. In the event that Contractor provides less than all services specified in Exhibit A, County reserves the right to pay only for the actual services provided plus an additional ten percent (10%) of the maximum contract obligation. The payment of the additional ten percent (10%) of the maximum contract obligation will compensate Contractor for maintaining the program on a continuous basis. County shall bear no other responsibility to compensate Contractor for that service. In no event will the total payments to Contractor under this Agreement exceed the maximum contractor obligation specified in Paragraph 3.A. hereinabove.
- D. Final settlement payment for this Agreement shall be no greater than the actual net allowable costs for actual or accrued expenditures made during the term of the

Agreement, July 1, 2001 through June 30, 2003. Actual net allowable costs will be determined by the final year-end Cost Reports.

1. Contractor will submit to County two final year-end Cost Reports no later than ninety (90) days after the termination of the first year Agreement (July 1, 2001 through June 30, 2002) and of the second year Agreement (July 1, 2002 through June 30, 2003).
2. Contractor's final/year-end Cost Report may serve as Contractor's final budget revision upon approval from the Director of the Children and Family Services. Contractor may transfer funds between personnel and operating expenses in the final/year-end Cost Report.

E. County will pay Contractor upon Contractor's timely submission of satisfactorily completed documents, as follows: monthly reports of direct services provided in the previous month and monthly bills in accordance with County billing format.

1. County may withhold all or part of Contractor's total monthly payments if Contractor repeatedly does not submit on time any of the following satisfactorily completed documents, as directed by County. This applies regardless of the contract period from which data come or to which their data refer. County will inform Contractor in writing when County intends to withhold payment. County will release withheld payments to Contractor when County determines that Contractor has satisfactorily submitted all required documents.

- a. Annual Budget Proposal
- b. Cost Allocation Plan
- c. Participant Fee Schedule
- d. Quarterly Expenditure Reports
- e. Monthly Units of Service Reports
- f. Quarterly Activity Report
- g. Quarterly Demographic Report
- h. Monthly Hours of Staff Availability Reports
- i. Six (6) Month Reports
- j. Outcome Objectives Report
- k. Final/year-end Cost Report

2. County may withhold all or part of Contractor's total payment if the Director of Human Services or her designee reasonably determines that Contractor has not satisfactorily performed the services described in Exhibit A.

- a. County will give thirty (30) days prior written notice to Contractor of County's intent to withhold payment.
 - b. If County reasonably determines that circumstances warrant immediate action, County may withhold payment immediately upon County's written notice with justification to Contractor.
3. When County plans not to renew an Agreement in the following fiscal year or when County plans to terminate this Agreement early, County may withhold all or part of Contractor's final payment until:
- a. Contractor satisfactorily submits all reports required by this Agreement and until County has reviewed all of these reports, including the final Cost Report.
 - b. Federal, state or county government completes any audit that has been commissioned or is underway and submits the audit report, and County has reviewed said audit report.
- F. Services provided in excess of the maximum financial obligation of County will be solely at Contractor's risk and financial responsibility.
- G. If Contractor does not utilize the total contract revenue budgeted for one or more county-funded cost centers, Contractor may do one or more of the following:
1. Request authorization from County to apply excess revenue to the next fiscal year contract and to expand the excess revenue on services provided pursuant to a contract for services with County.
 2. Request authorization from County to transfer the excess revenue over expenditures to other County-funded services specified in this contract.
 3. Refund to County the excess revenue.

YOUTH AND FAMILY ASSISTANCE

(Required only from Contractors who provide services directly to the Public on the County's behalf.)

Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended

The undersigned (hereinafter called the "Contractor(s)") hereby agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended, all requirements imposed by the applicable DHHS regulation, and all guidelines and interpretations issued pursuant thereto.

The Contractor(s) gives/give this assurance in consideration of for the purpose of obtaining contracts after the date of this assurance. The Contractor(s) recognizes/recognize and agrees/agree that contracts will be extended in reliance on the representations and agreements made in this assurance. This assurance is binding on the Contractor(s), its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Contractor(s).

The Contractor(s): (Check a or b)

- a. employs fewer than 15 persons.
- b. employs 15 or more persons and, pursuant to section 84.7 (a) of the regulation (45 C.F.R. 84.7 (a)), has designated the following person(s) to coordinate its efforts to comply with the DHHS regulation.

Cheryl Zando

Name of 504 Person - Type or Print

609 Price Avenue, Suite 205

Address

Redwood City, CA 94063

City & State Zip Code

I certify that the above information is complete and correct to the best of my knowledge.

8/9/01

Date

Cheryl Zando, Executive Director

Signature and Title of
Authorized Official

*Exception: DHHS regulations state that:

"If a recipient with fewer than 15 employees finds that, after consultation with a handicapped person seeking its services, there is no method of complying with (the facility accessibility regulations)...other than making a significant alteration in its existing facilities, the recipient may, as an alternative, refer the handicapped person to other providers of those services that are accessible."

EXHIBIT D

AGREEMENT BETWEEN COUNTY OF SAN MATEO AND YOUTH AND FAMILY ASSISTANCE FOR THE PERIOD FROM JULY 1, 2001 THROUGH JUNE 30, 2003

PROGRAM MONITORING

I. CONTRACTOR'S RESPONSIBILITIES

A. Reporting Requirements

1. Submit to County the Quarterly Activity Report describing delivery of services provided and the Quarterly Demographic Report. Submit reports within fifteen (15) days after the end of each quarter as follows:

Fiscal Year 2001- 2002 (July 1, 2001, through June 30, 2002)

<u>Qtr. Begins</u>	<u>Qtr. Ends</u>	<u>Report Due</u>
7/1/01	9/30/01	10/10/01
10/1/01	12/31/01	01/10/01
1/1/02	3/31/02	4/10/02
4/1/02	6/30/02	7/10/02

Fiscal Year 2002-2003 (July 1, 2002 through June 30, 2003)

<u>Qtr. Begins</u>	<u>Qtr. Ends</u>	<u>Report Due</u>
7/1/02	9/30/02	10/10/02
10/1/02	12/31/02	01/10/02
1/1/03	3/31/03	4/10/03
4/1/03	6/30/03	7/10/03

2. Submit to County a Mid-Year and End of Year Reports describing actual delivery of services provided and listing the current members of Contractor's governing Board. Explain any variations from expected service levels. Submit report on February 20, 2002 and July 31, 2002 for Fiscal Year 2001-2002 and February 28, 2003 and July 31, 2003 for fiscal year 2002-2003.
3. Submit to County outcome data on surveys provided by County staff. Survey data will be collected and submitted four times each fiscal year during the

term of this Agreement (Fall, 2001 and Spring, 2002 for Fiscal Year 2001-2002) and

(Fall 2002 and Spring 2003 for Fiscal Years 2002-2003) and will be used to measure progress toward meeting outcome objectives below. Due dates for the Director of Children and Family Services will determine survey data.

B. Reporting Requirements – Your House Residential Services

The following objectives will be reached for Your House Residential Services:

a. Residential:

Upon exit, 85% of youth will return home or be placed in an alternate living environment. Case records will be monitored quarterly to determine compliance with the above.

b. Bilingual Counselor:

A bilingual counselor will provide culturally sensitive assessment, individual, group, and family counseling. Case records will indicate the number of sessions provided and the type (group, family and individual). 100% of the youth receiving counseling will have a treatment plan developed and/or receive referrals for other general support services.

c. Outreach:

The North County staff will provide outreach to seriously at risk youth. Counselors will make 2,500 street based and community outreach contacts to at risk youth to link with shelter, health care, substance abuse and general support services. Monitoring will be based on staff records indicating the type of contact and tracking the numbers of contacts.

C. Reporting Requirements - Family Law Services

At the end of each month, Contractor will submit to County a summary of activities for the month. Summary of activities will include all activities provided in that month relative to services provided. Submit reports within fifteen (15) days after the end of each month. Contractor will keep back-up documentation such as group sign-in sheets, etc for activities/services provided.

Projected Outcome Objectives – Family Law

- a. Upon exit, eighty percent (80%) of the workshop and Ask a lawyer Clinic participants will report an increase in their knowledge on divorce procedures, how to navigate the legal system, and how divorce may impact them and their children. Data's for the objectives will be collected through workshop survey and case notes.

- D. Projected Outcome Objectives – Crisis Intervention and Suicide Prevention Services
- a. Hundred percent (100%) of individuals seeking crisis counseling and intervention will receive immediate counseling and referral to other services.
 - b. Eighty percent (80%) of youth participating in suicide intervention and prevention educational courses will report a greater understanding on the above topic.

Data's for the above objectives will be collected through telephone logs, counselor notes, attendance rosters and educational surveys.

E. Emancipated Foster Youth Outreach and After Care Services

The following objectives will be tracked from the Emancipated Foster Youth Program:

- a. Emancipated Foster Youth Program staff at YFA will document all efforts to locate former foster youth through countywide youth serving agencies. A quarterly report will indicate the number and type of contact made by staff.
- b. For actual youth contacted case management and information will be provided. Each contact shall be recorded in case records and provided to HSA outlining the number and type of contact and service provided. In one year 800 contacts will be documented.
- c. An annual summary of services and contacts will be provided with a tracking system in place to provide clear ongoing data on the status of each youth contacted.

F. Transitional Housing Placement Program (THPP)

The following objectives will be tracked from the Transitional Housing Placement Program.

- a. Twelve youth will be accepted into the program and stable housing developed for them
- b. All youth served will receive intensive case management services including employment, health, education, and mentoring services
- c. On a quarterly basis case management records will be surveyed to determine that the above services have been initiated and monitored. At the end of one year a summary report will indicate the status of each youth in the program

and his/her progress toward independence.

G. Projected Outcome Objectives - Daybreak

The following outcome objectives will be tracked upon the participant's exit from the shelter component:

- a. Thirty percent (30%) of the youth with individual case plans will complete a job-training program or secure a high school equivalency degree.
- b. Eighty percent (80%) of the youth with individual case plans will secure and maintain employment.
- c. Sixty percent (60%) of the youth with individual case plans will transition to a positive living arrangement (independent living, return to family, or Job Corps).

Three month Follow-up Survey:

- a. Eighty percent (80%) of the survey respondents will report not having been homeless since their Daybreak stay.
- b. Sixty-five percent (65%) of the survey respondents will report that their current living situations has improved since their Daybreak stay.

H. Redwood City Youth Health Center

The following objectives will be tracked from the RWC Youth Health Center

- a. Outreach to 200 youth will result in 90% of contacted youth increasing their health knowledge. Pre and post testing will determine this.
- b. Case management will be provided for 150 youth. 100% of these youth will have a service plan and receive advocacy and referral services.
- c. Health assessments will be provided to 130 youth and 80% of these youth will receive health care services
- d. Quarterly reports will be developed from clinic records and logs to report progress on the above indicators

**COUNTY OF SAN MATEO
INTER OFFICE MEMORANDUM**

Date: August 9, 2001

To: Priscilla Morse, Risk Manager

From: Maggie Wong, Management Analyst, Children and Family Services
Fax 595 7531

Subject: Contract Insurance Approval

CONTRACTOR NAME: Youth and Family Assistance



DO THEY TRAVEL: Yes

NUMBER OF EMPLOYEES:

DUTIES: (SPECIFIC) Provides Child Abuse and Prevention Services

COVERAGE	Amount	Approve	Waive	Modify
Comprehensive General Liability	<u>\$2,000,000</u>	✓	_____	_____
Motor Vehicle Liability	\$1,000,000	✓	_____	_____
Professional Liability	\$2,000,000	✓	_____	_____
Worker's Compensation	Statutory	✓	_____	_____

REMARKS/COMMENTS:


 SIGNATURE


ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)
07/10/2001

PRODUCER (650)328-1400 FAX (650)853-3881
Heffernan Group/MBO Insurance
License #0564249
Oak Grove Ave.
11110 Park, CA 94025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

INSURED Youth & Family Assistance
609 Price Avenue, #205
Redwood City, CA 94063

INSURER A: General Ins Co of America
INSURER B: First National Ins Co of Amer
INSURER C: Connecticut Indemnity Ins. Co.
INSURER D: Safeco Surplus Lins Ins Co
INSURER E:

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	GENERAL LIABILITY	CP7757378G	07/01/2001	07/01/2002	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE (Any one fire) \$ 200,000
	<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person) \$ 10,000
					PERSONAL & ADV INJURY \$ 1,000,000
					GENERAL AGGREGATE \$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				PRODUCTS - COMP/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY	BA7757378B	07/01/2001	07/01/2002	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO				BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident) \$
	<input checked="" type="checkbox"/> HIRED AUTOS				PROPERTY DAMAGE (Per accident) \$
<input checked="" type="checkbox"/> NON-OWNED AUTOS					
	GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
	<input type="checkbox"/> ANY AUTO				OTHER THAN EA ACC \$
					AUTO ONLY: AGG \$
	EXCESS LIABILITY				EACH OCCURRENCE \$
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE \$
					\$
	<input type="checkbox"/> DEDUCTIBLE				\$
	RETENTION \$				\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	ECF108305	07/01/2001	07/01/2002	WC STATUTORY LIMITS OTHER
					E.L. EACH ACCIDENT \$ 1,000,000
					E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
					E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	OTHER Professional Liability	LP7757378G	07/01/2001	07/01/2002	\$1,000,000 Per Occurrence \$2,000,000 Aggregate

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

Certificate Holder is named as additional insured as respects to servicers provided by the Named Insured.

CERTIFICATE HOLDER

ADDITIONAL INSURED: INSURER LETTER: A

CANCELLATION

County of San Mateo
Alcohol & Drug Program
Attn: Jane Marks
400 Harbor Blvd.
Building C
Belmont, CA 94002

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Charles Ott/RAR

C.W. Ott

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

COUNTY OF SAN MATEO

Equal Benefits Compliance Declaration Form

I Vendor Identification

Name of Contractor: Youth and Family Assistance
Contact Person: Mandy Grignon
Address: 609 Price Avenue #205
Redwood City, CA 94063
Phone Number: 650-366-8401 ext 327
Fax Number: 650-366-8455

II Employees

Does the Contractor have any employees? [X] Yes [] No

Does the Contractor provide benefits to spouses of employees? [X] Yes [] No

If the answer to one or both of the above is no, please skip to Section IV.

III Equal Benefits Compliance (Check one)

- [X] Yes, the Contractor complies by offering equal benefits, as defined by Chapter 2.93, to its employees with spouses and its employees with domestic partners.
[] Yes, the Contractor complies by offering a cash equivalent payment to eligible employees in lieu of equal benefits.
[] No, the Contractor does not comply.
[] The Contractor is under a collective bargaining agreement which began on (date) and expires on (date).

IV Declaration

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that I am authorized to bind this entity contractually.

Executed this 9th day of August, 2001 at Redwood City, California (City)

(State) Cheryl E. Zando Signature

Cheryl E. Zando Name (Please Print)

Executive Director Title

94-3094966 Contractor Tax Identification Number