



**AMENDMENT TO THE AGREEMENT BETWEEN
COUNTY OF SAN MATEO**

AND

YOUTH AND FAMILY ENRICHMENT SERVICES

For the Period of

JULY 1, 2003 THROUGH JUNE 30, 2007

**Agency Contact Person:
Beverly Dekker-Davidson
Program Manager
Human Services Agency
650.363.4535**

**AMENDMENT TO THE AGREEMENT
WITH
YOUTH AND FAMILY ENRICHMENT SERVICES**

THIS AMENDMENT TO THE AGREEMENT, entered into this _____ day of _____, 2004, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and YOUTH AND FAMILY ENRICHMENT SERVICES (YFES) hereinafter called "Contractor";

WITNESSETH:

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, Children and Family Services; and

WHEREAS, the parties entered into an Agreement on July 15, 2003 to provide Delinquency Prevention, Outreach, Transitional Assistance, Aftercare and Placements to the San Mateo County Community; and

WHEREAS, the parties wish to amend the Agreement to add \$541,045 for FY 2004-2005, for a new total obligation of \$1,058,090 and extend the term from July 1, 2003 to June 30, 2007.

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

FOLLOWS:

The following exhibits are attached hereto and incorporated by reference therein.

1. **Section 1 – Exhibits, is amended to read as follows:**

Exhibit A : Program Description

Exhibit AI: Program Description for 7/1/03-6/30/07 (new), hereby replaces Exhibit A

Exhibit B: Payment Schedule

Exhibit BI: Payment Schedule for 7/1/03-6/30/07 (new), hereby replaces Exhibit B

Exhibit C: Compliance with Section 504

Exhibit D: Program Monitoring

Exhibit DI: Program Monitoring for 7/1/03-6/30/07 (new), hereby replaces Exhibit D

Exhibit E: Outcome Based Management Performance Measures

Exhibit EI: Outcome Based Management Performance Measures for 7/1/03-6/30/07 (new), hereby replaces Exhibit E

Exhibit F: Equal Benefits Compliance Declaration Form

2. **Section 4 - Paragraph A – Payments, is amended to read as follows:**

- 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 FIFTY EIGHT THOUSAND NINETY DOLLARS (\$1,058,090)** for the contract term.

3. **Section 6 - Hold Harmless, is amended to read as follows:**

Contractor shall indemnify and save harmless 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 any property of any kind whatsoever and to whomsoever belonging, (C) **any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended,** or (D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of 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 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.

4. **Section 18 - Term of the Agreement, is amended to read as follows:**

Subject to compliance with the terms and conditions of this Agreement for Youth and Family Enrichment the term of this Agreement shall be from July 1, 2003 through **June 30, 2007**. This Agreement may be terminated by Contractor, Director of Human Services Agency or her designee at any time upon thirty-(30) days' written notice to the other party. **Funding for future Fiscal Years will be negotiated and reflected in a form of an amendment.**

5. **All other terms and conditions of the Agreement dated July 15, 2003 shall remain in full force and effect.**

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

COUNTY OF SAN MATEO

By: _____
President, Board of Supervisors
San Mateo County

Date: _____

ATTEST:

Clerk of Said Board

Date: _____

YOUTH AND FAMILY ENRICHMENT SERVICES

Robert Ryboldi - EXECUTIVE DIRECTOR

Name, Title - Print

[Handwritten Signature]

Signature

Date: *6/9/04*

**PROGRAM DESCRIPTION
YOUTH AND FAMILY ENRICHMENT SERVICES
July 1, 2003 through June 30, 2007**

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 **ninety (90)** youths including residential emergency overnights.
 - With parental permission, provide up to a thirty-day (30 days) residential stay for each youth. Extensions, not to exceed a total residential stay of forty-five days, may be provided with the approval of the Contractor's Clinical Director and the Human Services Adolescent Services Manager.
 - 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 (100)** individuals.
- c. Respond to five hundred (500) crisis phone calls.
- d. Provide long-term stable placements for four (4) placements for San Mateo County dependents.

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, mailing, and community outreach contacts with youth in San Mateo County.
 - **Report on existing** 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 future contact with the law.

- 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 **monthly workshops. These workshops maybe combined with the Ask-a-Lawyer Clinic as appropriate.**
- Contractor will provide these workshops with a judge, attorney, mediator, therapists, and/or CFS (Children and Family Services) presenters. **Therapists leading workshops will be licensed therapists or counseling staff from YFES.**
- 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.
- Increased marketing and outreach efforts will be done, with outreach to Family Law Attorneys, Children and Family Services, and domestic violence prevention and intervention programs such as: Violence in Families Initiative Program, and Center for Overcoming Relationship Abuse (CORA). Marketing will include information on Divorce Workshops, Ask a Lawyer, Direct Services, Resources, Restraining Order Services, and Divorce Forms Workshops and tools. Marketing will include both written materials and involvement in Domestic Violence Prevention Initiatives.

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

- Contractor will provide one (1) workshop per month for a total of eleven (11) 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 **monthly**.
- Contractor will provide clinics to 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 2500 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.
- Restraining orders assistance at the Superior Court two times per month for 175 Restraining Orders annually

4. Resources:

- Resources provided should include indexed divorce legal packets, support estimates and family law handbooks, including law workbooks to be distributed to assist families in proper legal procedures.

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. Team members will be post-master interns, trainee counselors and/or experienced phone crisis counselor volunteers and will receive regular supervision by Contractor's Director of Youth Services. **Team members will utilize innovative technology to provide additional means of access to Youth. On-line teen chat rooms will offer initial crisis intervention resources as well as week day evening "live chat rooms" for youth experiencing crisis. Resources via text messaging will also be explored.**
- 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 four thousand (4,000) 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 as needed
- d. Provide an on-call counselor from the Youth Intervention Team during school hours. 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. 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, staff from other agencies, hospitals personnel and family members/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 or electronic contacts, seven hundred and fifty (750) will be from individuals 18 years old and younger and fourteen thousand two hundred and fifty hundred (14,250) 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 forty (40) hours of training to each of a minimum of thirty four (34) crisis counseling and referral service 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.
 - Provide electronic follow-up via e-mail/Web technology to 150 callers.

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 were 16 years of age and older at the time they exited placement.

1. Outreach

- Provide 500 contacts with youth 16-21 years of age. Contacts may be through mail, in person, or by telephone.

- Participate through ACAT (Adolescent Collaborative Action Team) on a monthly basis to provide outreach to other youth service providers
 - 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 and a written case plan to achieve goals.
 3. Develop and Coordinate Service Delivery Plans
 - Identify needs to be met including public transportation, employment and training, health care, housing assistance (18 and older), support services **and permanency connections**.
 - After care services will include education, crisis counseling, legal assistance, emergency assistance, job placement, **exploration of permanent connections** and vocational training.
 - Make appropriate referrals and provide follow- up to determine referral effectiveness.
 - Secure resources identified in the service delivery plan.
 4. Mentoring and Recreational Activities
 - Secure resources for mentoring and recreational activities, including twelve mentoring workshops per year.
 5. Development and Maintain Case Files
 - 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, ACAT and other meetings 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 protocols
 - 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
 - **A strong permanency philosophy and practice**

11. Provide participation, in leadership, and planning in family conferences regarding permanence and transition planning by:

- **Developing a conference with input from the youth regarding the significant adults in his/her life, including the ILP Coordinator, Children and Family Services Social Worker and others as specified by the youth, such as their attorney, foster family, teachers, ministers, friends or extended family.**
- **Developing a transitional living plan in collaboration with the family conference team, Children and Family Services Social Worker/Case Manager will have final legal authority for transitional plan**
- **Examining issues regarding permanence to insure that each youth exiting the system has a committed, caring adult to assist during the transition and after foster care has ended.**
- **Supervising and advise any interns assisting in the process**
- **Follow-up with team members on a quarterly basis to determine transition/permanence progress toward goals.**

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 skill 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, bank accounts, 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 youth 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 **Children and Family Services Director**.

1. Program Services

- a. Provide assessment to a minimum of **seventy (70)** 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 intern case manager 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.

2. Transitional Housing Plus (THP-Plus) Program -Housing for Former Foster Youth:

Former Foster Youth shall be considered a priority within the target population for admission provided the youth is willing to comply with standard program rules and expectations. Only youth who are voluntarily placed at Daybreak will be provided these services. Youth will be required to work or continue their education 30 hours per week. This program will comply with THP-Plus regulations and requirements.

Contractor will:

- **Provide 24 monthly units of client housing and residential services with an occupancy rate of at least 80%.**
- **Provide two beds on an ongoing basis for former foster youth; the equivalent of 24 monthly units.**
- **Provide counseling in transition to adulthood skills .**
- **Provide a housing transition services as part of all after care plans upon exit from Daybreak.**
- **Develop aftercare plan for each foster youth participating in Transitional Housing Plus (THP-Plus) Program in conjunction with the aftercare case manager.**

**PAYMENT SCHEDULE
YOUTH AND FAMILY ENRICHMENT SERVICES
July 1, 2003 through June 30, 2007**

I. PAYMENTS

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. of this Amendment to the Agreement.

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

| Annual Funding Distribution | Fiscal Year 2004-05 |
|---|---------------------|
| Your House Residential Services | \$234,845.00 |
| Family Law Services | \$55,313.00 |
| Crisis Intervention Suicide Prevention Services | \$72,501.00 |
| Emancipated Foster Youth Outreach and After Care Services | \$70,000.00 |
| Transitional Housing Placement Program | \$50,000.00 |
| Daybreak Program for Homeless Youth | \$34,386.00 |
| Daybreak Transitional Housing Program – Plus (THP+) | \$24,000.00 |
| TOTALS | \$541,045 |

B. County will pay Contractor monthly as follows for the period from July 1, 2004 through June 30, 2005. **Funding for future Fiscal Years will be negotiated and reflected in a form of an Amendment.**

| Monthly Funding Distribution | Payments for the months of 7/04 through 5/05 | Payment for the month of 6/05 |
|---|--|-------------------------------|
| Your House Residential Services | \$19,570.41 | \$19,570.49 |
| Family Law Services | \$4,609.41 | \$4,609.49 |
| Crisis Intervention Suicide Prevention Services | \$6,041.75 | \$6,041.75 |
| Emancipated Foster Youth Outreach and After Care Services | \$5,833.33 | \$5,833.37 |
| Transitional Housing Placement Program | \$4,166.66 | \$4,166.74 |
| Daybreak Program for Homeless Youth | \$2,865.50 | \$2,865.50 |
| Daybreak Transitional Housing Program – Plus (THP+) | \$2,000.00 | \$2,000.00 |
| TOTALS | \$45,087.06 | \$45,087.34 |

- 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 specified in Paragraph 2.A. subject to Paragraph I.H of Exhibit B. 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 2.A.
- D. Final settlement payment for this Agreement shall be no greater than the actual net allowable costs for actual or accrued expenditures made pursuant to Section II, "Program Budget", below, during the term of the Agreement, July 1, 2004 through June 30, 2005. 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 one year Agreement (July 1, 2004 through June 30, 2005).
 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. Subject to Paragraph II.B. of Exhibit B (Revised 05/04), 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 refers. 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 (Revised 05/04).
 - 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.

**PROGRAM MONITORING
YOUTH AND FAMILY ENRICHMENT SERVICES
JULY 1, 2003 THROUGH JUNE 30, 2007**

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) business days after the end of each quarter as follows: Reports for Future Fiscal Years will be negotiated and reflected in a form of an Amendment.

Fiscal Year 2004- 2005 (July 1, 2004 through June 30, 2005)

| <u>Qtr. Begins</u> | <u>Qtr. Ends</u> | <u>Report Due</u> |
|--------------------|------------------|-------------------|
| 7/1/04 | 9/30/05 | 10/15/04 |
| 10/1/04 | 12/31/04 | 01/15/05 |
| 1/1/04 | 3/31/05 | 4/15/05 |
| 4/1/05 | 6/30/05 | 7/15/05 |

2. Submit to County a Mid-Year and Year End 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, 2005 and July 31, 2005 for FY 2004-05.**
3. Submit to County outcome data on surveys provided by County staff. Survey data will be collected and submitted four times at each fiscal year during the term of this Agreement (Fall, 2004 and Spring, 2005 for FY 2004-05)

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). One hundred percent (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. One 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 by the Emancipated Foster Youth Program:

a. Emancipated Foster Youth Program staff at YFES 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).
- d. **Eighty percent (80%) of the occupancy units will be filled through the term of the Agreement.**

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.

**OUTCOME BASED MANAGEMENT PERFORMANCE MEASURES
YOUTH AND FAMILY ENRICHMENT SERVICES
JULY 1, 2003 THROUGH JUNE 30, 2007**

Youth and Family Enrichment Services has agreed to provide quarterly reports on the following performance measures: **Full outcome measures will not be available until June 30, 2004. Totals below indicate numbers for the first three quarters with projected annual totals in parenthesis.**

| Your House – Youth in Residential Services | | | | |
|---|--|-----------------------|------------------------------|---------------------------------|
| Outcome | Performance Measure | Source of Data | Actual FY 2003-04 | Projected FY 2004-05 |
| Provide residential services to 75 youths in crisis and two to three youths on a long-term basis. | Upon exit, 85% of the youth will return home or be placed in an alternative living arrangement in compliance with their case deposition plan. Provide stable on-going placement for two to three San Mateo County Dependents for up to one year. | Counselor Assessments | 100 | 100 |

| Family Law Services | | | | |
|--|--|--------------------------------|------------------------------|---------------------------------|
| Outcome | Performance Measure | Source of Data | Actual FY 2003-04 | Projected FY 2004-05 |
| Offer workshop to 50 participants on the legal system and divorce | Upon exit, 100% of the Workshop Participants will increase knowledge in the legal system regarding divorce | Workshop Survey and Case notes | 50 | 50 |
| Provide information to 100 participants attending Ask a Lawyer Clinic | Upon exit, 90% of the clinic attendees will obtain knowledge on how the divorce may impact them and their children | Workshop Survey and Case notes | 96 | 100 |
| Provide telephone Assistance to 3000 callers needing legal assistance and 175 restraining orders | Provide telephone response and restraining order assistance to callers in need of Domestic Violence assistance | Data kept by program attorney | 3000 | 3000 |

| Crisis Center Help Line | | | | |
|---|---|--|------------------------------|---|
| Outcomes | Performance Measure | Source of Data | Actual FY 2003-04 | Projecte d FY 2004- 05 |
| Provide telephone counseling and referral services to an estimated 17,000 callers | 100% of individuals seeking crisis counseling and intervention will receive immediate counseling and referral to other services | Telephone Logs, Counselor Notes | 16,809 | 17,000 |
| Provide information on suicide intervention and prevention to 4,000 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 | 3,670 | 4,000 |

| Emancipated Foster Youth Outreach | | | | |
|---|---|-----------------------|---|--|
| Outcomes | Performance Measure | Source of Data | Actual FY 2003-04 | Projected FY 2004-05 |
| Former foster youth will receive outreach and case management services Aftercare Case Management will assist youth in transition from foster care to adulthood. | 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, Intensive ongoing assessment and case-management for 25-30 recently emancipated youth | 900 contacts to youth to provide case management and information |


| Transitional Housing Placement Program | | | | |
|---|---|-----------------------|------------------------------|---------------------------------|
| Outcomes | Performance Measure | Source of Data | Actual FY 2003-04 | Projected FY 2004-05 |
| Provide housing, counseling, case management and education services to youth ages 17-19 | 100% of youth served will receive housing, counseling, mentoring, coaching, and employment services | Counselor records | 10 | 10 |

| Daybreak – Individual Case Plans Developed | | | | |
|---|---|-----------------------|------------------------------|---------------------------------|
| Outcomes | Performance Measure | Source of Data | Actual FY 2003-04 | Projected FY 2004-05 |
| An unduplicated count of 45 youths will transition to a positive living arrangement | Upon exit, 70% of the youth with an individual case plan will transition to a positive living arrangement | Counselor Assessments | 37 | 45 |

**SAN MATEO COUNTY
MEMORANDUM**

DATE: May 14, 2004

TO: Priscilla Harris Morse **FAX:** 363-4864 **PONY:** EPS 163

FROM:  Najia Nath **FAX:** 596-3478 **PONY:** HSA210

SUBJECT: Contract Insurance Approval

The following is to be completed by the department before submission to Risk Management:

CONTRACTOR NAME: Youth and Family Enrichment Services

DOES THE CONTRACTOR TRAVEL AS A PART OF THE CONTRACT SERVICES?:
yes

NUMBER OF EMPLOYEES WORKING FOR CONTRACTOR: yes

DUTIES TO BE PERFORMED BY CONTRACTOR FOR COUNTY: Day Break Services.
Shleter of Homesless Youths ages 16 through 20 years of age.

The following will be completed by Risk Management:

| INSURANCE COVERAGE: | Amount | Approve | Waive | Modify |
|---------------------------------|--------------------|--------------------------|--------------------------|--------------------------|
| Comprehensive General Liability | <u>\$1,000,000</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Motor Vehicle Liability | <u>\$1,000,000</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Professional Liability | <u>\$1,000,000</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Workers' Compensation | <u>\$statutory</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

REMARKS/COMMENTS: Thanks.



Risk Management Signature

5-17-04

Date

ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID J5
YOUTH-5

DATE (MM/DD/YYYY)
08/07/03

| | | |
|---|---|---------------|
| PRODUCER (PA) Heffernan Insurance Brkrs 1804 Embarcadero Road, #201 Palo Alto CA 94303 Phone: 650-842-5200 Fax: 650-842-5201 | 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 | NAIC # |
| INSURED Youth & Family Enrichment Services 610 Elm Street, Ste 212 San Carlos, CA 94070 | INSURER A: General Ins Co of America | |
| | INSURER B: First Natl ins. Co. of Amer. | 24724 |
| | INSURER C: Laea Insurance Company | |
| | INSURER D: Safeco Surplus Lines 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 ADD'L LTR | INSRD | TYPE OF INSURANCE | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YY) | POLICY EXPIRATION DATE (MM/DD/YY) | LIMITS |
|----------------|-------------------------------------|--|---------------|----------------------------------|-----------------------------------|---|
| A | <input checked="" type="checkbox"/> | GENERAL LIABILITY | 24CC0001721 | 07/01/03 | 07/01/04 | EACH OCCURRENCE \$ 1000000 |
| | | COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 200000 MED EXP (Any one person) \$ 10000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2000000 PRODUCTS - COMP/OP AGG \$ 2000000 |
| B | <input checked="" type="checkbox"/> | AUTOMOBILE LIABILITY | 24CC0001721 | 07/01/03 | 07/01/04 | COMBINED SINGLE LIMIT (Ea accident) \$ 1000000 |
| | | ANY AUTO | | | | BODILY INJURY (Per person) \$ |
| | | ALL OWNED AUTOS | | | | BODILY INJURY (Per accident) \$ |
| | | SCHEDULED AUTOS | | | | PROPERTY DAMAGE (Per accident) \$ |
| | | HIRER AUTOS | | | | |
| | | NON-OWNED AUTOS | | | | |
| | | GARAGE LIABILITY | | | | AUTO ONLY - EA ACCIDENT \$ |
| | | ANY AUTO | | | | OTHER THAN EA ACC \$ |
| | | | | | | AUTO ONLY: AGG \$ |
| | | EXCESS/UMBRELLA LIABILITY | | | | EACH OCCURRENCE \$ |
| | | <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE | | | | AGGREGATE \$ |
| | | DEDUCTIBLE | | | | \$ |
| | | RETENTION \$ | | | | \$ |
| C | <input checked="" type="checkbox"/> | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | WC1002729 | 07/01/03 | 07/01/04 | <input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER |
| | | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? | | | | E.L. EACH ACCIDENT \$ 1000000 |
| | | If yes, describe under SPECIAL PROVISIONS below | | | | E.L. DISEASE - EA EMPLOYEE \$ 1000000 |
| | | | | | | E.L. DISEASE - POLICY LIMIT \$ 1000000 |
| D | | OTHER | | | | |
| | | Prof Liability | LP7744105 | 07/01/03 | 07/01/04 | Per Occur 1000000 |
| | | Claims Made | | | | Aggregate 2000000 |

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

Certificate Holder is named as Additional Insured as respect to services provided by the Named Insured. *10 Day Notice of Cancellation for non-payment of premium.

CERTIFICATE HOLDER

COUNT00

County of San Mateo
Human Services Agency
Attn: Nalini Nath-Contracts
262 Harbor Blvd, Bldg A
Belmont CA 94002

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

