

**PROGRAM DESCRIPTION**

**CHILD ABUSE PREVENTION CENTER**

**July 1, 2005 through June 30, 2008**

**I. VOLUNTEER CASE AIDE PROGRAM**

1. Contactor will provide the Volunteer Case Aide Program for the County's Human Services Agency, Children and Family Services. Volunteer Case Aides (VCA) will work with a team of social workers under the direction of a Children and Family Services supervisor. VCAs functions is to help the social worker with a variety of tasks on behalf of children and their families.
2. Contractor will screen, interview, and train volunteers six times per year. Specific recruitment will be done targeting minority and bilingual candidates. In addition, Contractor will be responsible for fingerprinting of volunteers, securing identification badges and clearance for volunteers to drive county vehicles.
3. Contractor will have a full-time on-site coordinator who will supervise all volunteers. Contractor must continuously maintain a base of fifty (50) volunteers to serve Children and Family Services. Each active volunteer is to provide a minimum of four (4) hours per week for a minimum period of six (6) months. VCAs will be able to provide 60 hours of volunteer time per week. Provision of services to the families will be geographically allocated as follows: 25% of the services in the Northern Region, 25% of the services in the Southern Region, 25% of the services in Central San Mateo County, and 25% are discretionary as needed.
4. Contractor will provide supervised visits, transportation of clients, parents and children, tutoring, mentoring, child watch services, written reports and other case-related services as requested by the social worker and approved by the supervisor.
5. Contractor will provide the following:
  - Provide child watch services for birth, foster and adoptive parents to enable them to attend Children and Family Services meetings and conferences.
  - Provide adequate number of volunteers for each activity requested.
  - Provide age appropriate activities for the children during child watch.
  - Provide supervised visits and submit written feedback on parent-child interaction to social workers within 24 hours of the visit.
  - Provide mentoring and tutoring service as requested and communicate outcomes to social workers.
  - Provide transportation to the children to and from hospital visits, court-ordered treatment programs, schools, and meetings with Human Services Agency Children and Family Services.

- Respond to all Children and Family Services (CFS) staff requests within 48 hours. If services are needed within 48 hours, CFS staff shall be contacted within two hours of the request.
  - Contact social worker within 24 hours to confirm appointment.
  - At least 50% of the volunteer hours will be available during the 8 a.m. to 5 p.m. workday.
  - Support other case related activities.
6. Contractor's program coordinator will receive on-site supervision from the Human Services Agency Program Manager or her designee.
  7. Contractor will present the VCA program to social workers at the Human Services Agency Unit Meetings at all five locations: Belmont, South San Francisco, East Palo Alto, Redwood City and Daly City at least once a year, at new social workers' orientation, and at foster parent association meetings.
  8. Contractor will meet quarterly with the Human Services Agency Program Manager and/or site visits will be conducted.
  9. County shall have the right to reject any volunteer at the discretion of the Director of the Human Services Agency or his/her designee.
  10. Contractor will advise County of any volunteer or employee whose fingerprinting/background check discloses any criminal activity or any information that could pose a risk to the children served by the program.

**II. VOLUNTEER CASE AIDES USE OF COUNTY VEHICLE:**

Occasionally, it may be necessary for a member of the Contractor's volunteer staff or employees to use a County vehicle to transport a child/ren.

A. Contractor will: Prior to volunteers driving a County vehicle:

- Furnish to the County with a list of volunteer's name, driver's licenses, date of birth and volunteer's valid car insurance certificate.
- Provide volunteers with Department of Motor Vehicle's (DMV) regulated automobile safety training as part of the Contractor's orientation program.

B. Contractor will: Prior to volunteers driving a County vehicle:

- Obtain clearance from DMV.
- Furnish the Human Services Agency's Transportation Office Supervisor with the names of drivers who have been authorized by the County's Risk Manager to operate County vehicles.



**EXHIBIT C**

**PROGRAM MONITORING**

**CHILD ABUSE PREVENTION CENTER**

**July 1, 2005 through June 30, 2008**

**A. PROGRAM MONITORING**

- Conduct quarterly social worker/volunteer/participant satisfaction survey.

**Outcome: 80% of social workers, volunteers and participants will report satisfaction with the quality and timeliness of service.**

- Provide monthly data report 10 days after the end of each month. Report should include:
  - number of volunteers
  - number of cases
  - number of new requests
  - summary of child watch services
  - summary of ongoing, new and closed cases

**Outcome: 92% of requests will be filled, within the specified limits per service type**

- Provide quarterly report 14 days after the end of each quarter that includes:
  - customer satisfaction survey information
  - location/geographic information.
- Provide year-end narrative report highlighting program's impact and successes 30 days after the end of the fiscal year as follows:

(i) July 31, 2006, (ii) July 31, 2007, (iii) July 31, 2008

- Contractor shall complete a Financial Statement (unaudited) 30 days after the end of the fiscal year. A final audited financial report will be submitted by Contractor to County once their books are closed. The financial statement shall provide detailed information related to financial activity during the term of this Agreement. All above-mentioned reports shall be prepared in a format approved by the County.
- Provide back-up information and documentation for the above-mentioned reports as requested.
- Monthly, quarterly and annual reports shall be submitted to:

Human Services Agency, Children and Family Services  
Attn: Marissa Saludes, Contract Analyst  
400 Harbor Blvd, Bldg. B  
Belmont, CA 94002  
650.802.7609

**EXHIBIT D**

(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 regulations, 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), it's 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.

Child Abuse Prevention Center

Name of 504 Person

409 Sherman Avenue

Palo Alto, CA 94306

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

\_\_\_\_\_ Date

\_\_\_\_\_ 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 disabled person seeking it's services, there is no method of complying with (the facility accessibility regulations)...other than making a significant alteration in it's existing facilities, the recipient may, as an alternative, refer the handicapped person to other providers of those services that are accessible."

**CHILD WELFARE SERVICES  
PROGRAM SPECIFIC REQUIREMENTS**

1. **Responsibility for Audit Exception:**

It being understood by both parties hereto that the County's funding source herein is both a County and State appropriation, and it being further understood that the Contractor is responsible for administering the program as described herein. Contractor agrees to accept responsibility for receiving, repaying to and/or complying with any audit exceptions by appropriate State and County audit agencies. Contractor also agrees to pay to County the full amount of County's liability to the State Government resulting from said audit exception.

2. **Financial Statement:**

- a. Contractor shall complete a Financial Statement (unaudited) within ninety (90) days after the termination of this Agreement, which shall be the preliminary financial and statistical report. A final audited financial and statistical report will be submitted by Contractor to County once their books are closed.
- b. The Financial Statement shall provide detailed information related to financial activity during the term of this Agreement and shall be prepared in a format approved by the County.

3. **Access to Information and Data:**

For the purposes of data gathering and analyzing the service given and the overall service results, and so long as it does not infringe upon the rights of the client/Contractor's confidentiality, the County will have access to any file or record kept by Contractor on any client receiving services within the scope of this Agreement for purposes of data gathering and analyzing the service given and the overall service results. In addition, in the event the Contractor loses its corporate standing or should decide to discontinue its program, all files and records maintained pursuant to this Agreement will become the property of the County.

4. **Publish:**

The County and the State Department of Social Services shall have a royalty-free, non-exclusive and irrevocable license to publish, translate, or use, now, or hereafter, all material developed under this contract, including those covered by copyright. CAPC will not have program materials available for publishing but has no restrictions on publishing the procedure manual.