

**AMENDMENT TO THE AGREEMENT  
BETWEEN  
THE COUNTY OF SAN MATEO  
AND  
YOUTH AND FAMILY ENRICHMENT SERVICES**

THIS AMENDMENT TO THE AGREEMENT, entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and YOUTH AND FAMILY ENRICHMENT SERVICES, 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 thereof;

WHEREAS, the parties entered into an Agreement for community-based prevention services, etc., Your House Residential, Daybreak and Crisis Intervention services, on November 6, 2007; and

WHEREAS, the parties wish to amend the Agreement to increase funding for Case Management Services for the Emancipated Foster Youth Outreach and Aftercare Program for FY 2008-09.

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

**1. Section 1 of the Agreement is amended to read as follows:**

**Exhibits and Attachments**

The following exhibits and attachments are included hereto and incorporated by reference herein:

- Exhibit A1 – Program/Project Description**
- Exhibit B1 – Payment Schedule**
- Exhibit C1 – Program Monitoring**
- Exhibit D – Fingerprinting Certification Form
- Exhibit E – 504 Compliance
- Exhibit F – Contractor’s Declaration Form

**2. Section 2 of the Agreement is amended to read as follows:**

**Services to be performed by Contractor**

In consideration of the payments set forth herein and in Exhibit "B1", Contractor shall perform services for County in accordance with the terms, conditions and specifications set forth herein and in Exhibit "A1", and pursuant to the performance standards set forth in Exhibit "C1".

**3. Section 3 of the Agreement is amended to read as follows:**

**Payments**

In consideration of the services provided by Contractor in accordance with all terms, conditions and specifications set forth herein and in Exhibit A1," and pursuant to the performance standards set forth in Exhibit "C1", County shall make payments to Contractor based on the rate and in the manner specified in Exhibit "B1." The County reserves the right to withhold payment if the County determines that the quantity or quality of the work performed is unacceptable. In no event shall the County's total fiscal obligation under the Agreement exceed One Million Two Hundred Six Thousand Four Hundred Fifty Nine Dollars (\$1,206,459).

**4. Original Exhibit A is replaced with Revised Exhibit A1, (rev. [9/18/08]).  
See attachment.**

**5. Original Exhibit B is replaced with Revised Exhibit B1, (rev. [9/18/08]).  
See attachment.**

**6. Original Exhibit C is replaced with Revised Exhibit C1, (rev. [9/18/08]).  
See attachment.**

**7. All other terms and conditions of the Agreement dated November 6, 2007, between the County and Contractor 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: \_\_\_\_\_  
Adrienne J. Tissier, President, Board of Supervisors,  
San Mateo County

Date: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
Clerk of Said Board

Youth and Family Enrichment Services  
Peter Nannarone, Interim Executive Director  
610 Elm Street, Suite 212  
San Carlos, CA 94070

\_\_\_\_\_  
Contractor's Signature

Date: \_\_\_\_\_

**PROGRAM DESCRIPTION  
YOUTH AND FAMILY ENRICHMENT SERVICES  
July 1, 2007 through June 30, 2009**

Contractor will provide services at mutually agreed upon locations in San Mateo County. All payments under the Agreement must directly support services specified in this Amendment. Contractor will provide the following services:

**I. YOUR HOUSE SOUTH RESIDENTIAL SERVICES**

**1. Residential Services**

Provide family and individual counseling services, shelter, health care information, substance abuse support and general support services to youth to assist toward family reunification.

- a. Provide residential services to ninety (90) youths including residential emergency overnights.
  - With parental permission, provide a residential stay of up to thirty (30) days for each youth. Extensions, not to exceed a total residential stay of forty-five (45) days, may be provided with the approval of the Contractor's Program Manager, or representative, and the Human Services Adolescent Services Manager;
  - Arrange to return the youth home, or find other suitable living arrangements after completing residential stay; and
  - 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.
- e. Notify Children and Family Services (CFS) every time a youth leaves the program.
- f. Contact the CFS Hotline at 650-802-7922 for all Child Welfare referrals.

## 2. Outreach

Provide outreach contact for youth and other service providers across San Mateo County regarding 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 and other service providers in San Mateo County.
- b. Report existing data on the number of street-based and community outreach contacts with emancipated foster care youth in San Mateo County.

## II. 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. 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 trained crisis workers/volunteers and will receive regular supervision by Contractor's Program Manager. Contractor will utilize innovative technology to provide additional means of access to youth. On-line teen information will offer initial crisis intervention resources.
- b. Provide thirty (30) hours of training to Youth Intervention Team members. Training will include youth suicide issues, suicide risk assessments, and youth crisis intervention.
- c. Provide one (1) hour of educational presentations to twenty five (25) elementary, middle and high school health/safety education classes. The education presentations 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; and
  - Appropriate follow-up/support as needed.

- d. Provide an on-call counselor from the Youth Intervention Team during school hours. Provide one hundred (100) crisis outreach responses Countywide, to assist youth in crisis.
  - Respond appropriately to each crisis outreach call as assessed by the Program Manager, or representative; and
  - Response may include telephone counseling, individual or group counseling, school intervention, 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 one hundred (100) follow-up sessions in total with youth that have received crisis outreach response services.
- f. Provide on average one (1) follow-up session, as appropriate, to support people related to each crisis outreach call, one hundred (100) annually. 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) hours-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;
  - Provide telephone counseling and referral services to fifteen thousand (15,000) callers;
  - Of the estimated calls or electronic contacts, seven hundred fifty (750) will be from individuals 18 years old and younger and fourteen thousand two hundred and fifty (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 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 records of all calls received;
- Develop a plan to increase the diversity of the populations served that may include developing any of the following;
  - ✓ Maintain at least two (2) volunteers that have second language skills in either Spanish, Tagalog, Mandarin, Cantonese, Samoan or Tongan;
  - ✓ Fliers and public service announcements in non-English languages;
  - ✓ Continue special recruitment efforts to attract more multi-cultural volunteers for the crisis line as well as for Board of Trustees.; and
  - ✓ Provide at least eight (8) hours of training to volunteers in sensitivity and awareness regarding multi-cultural and diversity issues in San Mateo County.

### III. EMANCIPATED FOSTER YOUTH OUTREACH AND AFTERCARE SERVICES

Provide Case Management Services for each twelve (12) youth enrolled in the scattered site / host family model /THP+ program, and provide full time Case Management Services for aftercare youth not enrolled in these programs. The target population of emancipated foster care youth will include youth 16-24 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 five hundred (500) contacts with youth 16-24 years of age. Contacts may be through mail, in person, or by telephone;
- One Case Manager will attend 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; and
- Encourage providers to identify former foster youth in their programs to refer to the Case Managers.

## 2. Assessment of Youth

- Determine needs, issues, strengths and goals with youth;
- Establish goals and a written case plan to achieve goals, including completion of the Step-TILP (Transitional Independent Living Plan).

## 3. Develop and Coordinate Service Delivery Plans

- Identify needs to be met including: public transportation, employment and training, health care, housing assistance, support services and permanency connections;
- After care services will include: education, crisis counseling, Medi-CAL assistance, legal assistance, emergency assistance, job placement, exploration of permanent connections, overall coordination of eligibility and payments for the foster youth stipend housing program;
- For THP+ youth, the 15 state required services will be documented in the step TILP and be coordinated by the Case Managers in conjunction with county staff including: case-management; utilities, phone and rental assistance; job readiness; food allowance; educational advocacy and support; post high school training; individual and group counseling; connections to family, community and an ILP program; mentoring; apartment furnishings; an emancipation fund; and post program/alumni assistance;
- Make appropriate referrals and provide follow-up to determine referral effectiveness; and
- Create new or annual Step-TILP for sixty (60) Emancipated Foster Youth annually. Secure resources identified in the service delivery plan.

## 4. Develop and Maintain Case Files

- Maintain contact log with information that will include: dates, purpose of contact, activity, agreement, instructions and outcomes;
- Obtain authorization on all expenses;
- Maintain updated TILP for each youth;
- Keep records of expenses and category in cases; and
- Maintain and monitor Transitional Housing Placement Plus Programs (THP-Plus).

## 5. Meet regularly with the County's Independent Living Program Coordinator to review program and identify youth needs and plan for use of resources.

## 6. Attend transitional team meetings, Fostering the Future team meetings, emancipation conferences/Team Decision Making (TDM) and other meetings as agreed upon.

## 7. Participate in program development to meet the needs of former foster youth 18-24 years of age who have been emancipated from the foster care system.



8. Assist in establishing a baseline of information on the target population to be served.
9. Document and report quarterly statistics regarding specific youth contacts and services provided to each youth.
10. 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 ; and
  - A strong permanency philosophy and practice.
11. Provide participation, in leadership, and planning in family conferences regarding permanence and transition planning by:
  - Participating in emancipation conferences/TDMs, with input from the youth regarding the significant adults in their lives, 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 member;
  - Developing STEP-TILP 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;
  - Developing an integrated youth development philosophy and practice;
  - 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; and
  - Follow-up with team members on a quarterly basis to determine transition/permanence progress toward goals.

IV. 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 months' rent, telephone and utility installation, purchase of furniture, linen, cookware, dishes and small appliances.
3. Provide staffing to ensure implementation of case management services including close supervision, monitoring and follow-up. Provide overnight staffing seven (7) days a week.
4. Conduct background checks on all employees assigned to the transitional housing placement program. Background checks should include: age, criminal history and, drug and alcohol history.
5. Maintain a minimum of three (3) designated residential apartments with 70% capacity (or 1533 residential care days annually).
6. Provide monitoring of independent living skills services such as; the quality of the home environment, health and nutrition, budgeting, money management, work and social activities of youth placed in transitional housing.
7. Provide money management skills and services such as development of individualized financial responsibility plans, bank accounts, and scheduled budget sessions with individual youth in the program.
8. Coordinate case assessment with the County of San Mateo Human Services Agency Independent Living Program Coordinator
9. Contractor will adhere to the State transitional housing plan for the Transitional Housing Placement Program.

V. 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. The maximum length of stay in Daybreak shall not exceed eighteen (18) months without prior written approval of the Director of the Human Services Agency Children and Family Services.

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 twenty (20) youths admitted in the transitional living component, ten (10) youths admitted in the shared housing or 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.

**EXHIBIT B1**

**PAYMENT SCHEDULE  
YOUTH AND FAMILY ENRICHMENT SERVICES  
July 1, 2007 through June 30, 2009**

**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 the Agreement exceed the maximum contract obligation specified in Paragraph 3 of this Amendment.

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

Annual Funding Distribution	Fiscal Year 2008-09
Your House Residential Services	\$266,963.00
Crisis Intervention Suicide Prevention Services	\$82,418.00
Emancipated Foster Youth Outreach and After Care Services	<b>*\$245,883.00</b>
Transitional Housing Placement Program	\$58,542.00
Daybreak Program for Homeless Youth	\$39,088.00
<b>TOTALS</b>	<b>\$692,894.00</b>

\* Includes Amended Amount of \$163,922 for FY 2008-09.

B. County will pay Contractor monthly as follows for the period from July 1, 2008 through June 30, 2009.

Monthly Funding Distribution	Payments 7/08 through 5/09	Payment 6/09
Your House Residential Services	\$22,247.00	\$22,246.00
Crisis Intervention Suicide Prevention Services	\$6,868.00	\$6,870.00
Emancipated Foster Youth Outreach and After Care Services	\$20,490.00	\$20,493.00
Transitional Housing Placement Program	\$4,878.00	\$4,884.00
Daybreak Program for Homeless Youth	\$3,257.00	\$3,261.00
<b>TOTALS</b>	<b>\$57,740.00</b>	<b>\$57,754.00</b>

C. In the event that Contractor provides less than all services specified in EXHIBIT A1, 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 EXHIBIT B1, TABLE A of the Amendment. 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 EXHIBIT B1, TABLE A for the Two Year Agreement.

- D. In the event that positions become vacant and left unfilled for more than thirty (30) days, the contract amount will be reduced by the amount of salary not spent during the billing period.
- E. Final settlement payment for the Two-Year Agreement shall be no greater than the actual net allowable costs for actual or accrued expenditures made pursuant to EXHIBIT B1, TABLE A, "Breakdown per service component on an annual basis", during the term of the Two-Year Agreement, July 1, 2007 through June 30, 2009. Actual net allowable costs will be determined by the final Year-End Cost Reports.
1. Contractor will submit to County two (2) final Year-End Cost Reports no later than ninety (90) days after the end of FY 2008-09 (July 1, 2008 through June 30, 2009).
  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 B1, Contractor may transfer funds between personnel and operating expenses in the Final Year-End Cost Report.
- F. County will pay Contractor upon 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.
- 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 and staffing report;
    - g. Quarterly youth contact and services provided report;
    - h. Quarterly Demographic Report;
    - i. Monthly Hours of Staff Availability Reports;
    - j. Six (6) Month Reports;
    - k. Outcome Objectives Report; and

1. Final Year-End Cost Report.

G. County may withhold all or part of Contractor's total payment if the Director of the Human Services Agency or her designee reasonably determines that Contractor has not satisfactorily performed the services described in Exhibit A1.

- 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.

H. When County plans not to renew an Agreement in the following fiscal year or when County plans to terminate an Agreement early, County may withhold all or part of Contractor's final payment until:

- a. Contractor satisfactorily submits all reports required by the Agreement and until County has reviewed all 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.

I. Services provided in excess of the maximum financial obligation of County will be solely at Contractor's risk and financial responsibility.

J. 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:

- a. 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.
- b. Request authorization from County to transfer the excess revenue over expenditures to other County-funded services specified in this contract.
- c. Refund to County the excess revenue.

**PROGRAM MONITORING  
YOUTH AND FAMILY ENRICHMENT SERVICES  
JULY 1, 2007 THROUGH JUNE 30, 2009**

**I. Contractor's Responsibilities 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 2008- 2009 (July 1, 2008 through June 30, 2009)

<u>Qtr. Begins</u>	<u>Qtr. Ends</u>	<u>Report Due</u>
7/1/08	9/30/08	10/15/08
10/1/08	12/31/08	1/15/09
1/1/09	3/31/09	4/15/09
4/1/09	6/30/09	7/15/09

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 January 31, 2009 and July 31, 2009 for FY 2008-09.
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, 2007 and Spring, 2008 for FY 2007-08 and Fall, 2008 and Spring, 2009 for FY 2008-09).

**B. Reporting Requirements – Your House Residential Services**

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

a. Residential

Upon exit, eighty five percent (85%) of youth will return home or be placed in a stable and supported 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

Staff will provide outreach to seriously at risk youth. Counselors will make two thousand five hundred (2,500) street based, mailing and community outreach contacts to at risk youth to link with shelter, health care, substance abuse treatment and general support services. Monitoring will be based on staff records indicating the type of contact and tracking the numbers of contacts.

C. 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. Seventy-five percent (75%) of youth participating in suicide intervention and prevention educational courses will score one hundred percent (100%) on suicide prevention post test.
- c. Data for the above objectives will be collected through telephone logs, counselor notes, attendance rosters and educational surveys.

D. Projected Outcome Objectives – 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 Contractor 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 five hundred (500) 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.



E. Projected Outcome Objectives – Transitional Housing Placement Program (THPP)

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

- a. Develop stable housing for foster youth. Maintain seventy percent (70%) capacity in designated residential apartments (or one thousand five hundred thirty three (1533) residential care days annually).
- b. 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.

F. 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 or maintain appropriate school enrollment.
- 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 situation has improved since their Daybreak stay.

