



County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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December 20, 2016

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

29 December 20, 2016

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

LORI GLASGOW  
EXECUTIVE OFFICER

Dear Supervisors:

**RECOMMENDATION TO APPROVE AN AMENDMENT TO THE PARTNERING FOR SAFETY AND PERMANENCE – MODEL APPROACH TO PARTNERSHIPS IN PARENTING CONTRACTS (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

**SUBJECT**

The Department of Children and Family Services (DCFS) seeks delegated authority to amend the Partnering for Safety and Permanence – Model Approach to Partnerships in Parenting (PS-MAPP) contracts with The Community College Foundation (TCCF) to implement the State mandated Resource Family Approval (RFA) process effective January 1, 2017.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the Director of DCFS, or his designee, to execute an amendment, substantially similar to Attachment I, to each of the four PS-MAPP contracts with TCCF to change the name of the contracts and implement the State mandated Resource Family Approval process effective January 1, 2017.
2. Delegate authority to the Director of DCFS, or his designee, to execute future amendments to the four PS-MAPP contracts with TCCF, to make changes to the scope of work or the terms and conditions, if such changes are necessary to meet any Federal, State, or County requirements. The approval of County Counsel will be obtained prior to executing such amendments and the Director or his designee will notify the Board and the CEO in writing within ten business days of execution.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

PS-MAPP began on August 1, 2014, as a training program to provide foster and adoptive parents with a firm foundation of knowledge, skills, and attitudes regarding foster care and adoption, and to enhance the ability of foster and adoptive parents to care for the children placed in their homes. Effective January 1, 2017, the California Department of Social Services is implementing new requirements for Resource Family Approval that necessitate changes to these contracts. As a result of the new statewide requirements, the PS-MAPP contracts will be renamed Resource Family Approval Training. The following changes to the Statement of Work will also be made: 1) Replace the 33-hour PS-MAPP curriculum with the RFA 12-hour pre-approval training curriculum and the 8-hour pre-placement training curriculum; 2) Add First Aid and CPR training as deliverables; and 3) Change the name of the contract to Resource Family Approval Training.

### **Implementation of Strategic Plan Goals**

The recommended action is consistent with the principles of the Countywide Strategic Plan, Goal No. 2 – Children, Family and Adult Well-Being. The recommended action will fulfill DCFS' commitment to safety, permanency, and well-being/education by preparing all prospective resource parents to support the goals of reunification, and when that is not possible, are prepared to provide permanence to a child.

### **FISCAL IMPACT/FINANCING**

This amendment will not affect the maximum contract sum of these contracts. The maximum annual contract sum will not exceed \$1,003,134. The total cost for the contract term effective August 1, 2016 through July 31, 2017 is financed using Federal funds at 75 percent (\$752,351), State funds at 17.5 percent (\$175,548) and Net County Cost of 7.5 percent (\$75,235). Funding is included in the Department's FY 2016-17 Adopted Budget.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

DCFS has the responsibility of recruiting and training potential resource (foster/adoptive) parents, and participates with the California Department of Social Services conducting orientations for prospective resource parents.

These training services provide the potential resource parents with guidance and a thorough understanding of their roles. It provides an opportunity for DCFS to observe and assess potential resource (foster/adoptive) parents. Classes are offered in English and Spanish throughout the eight Service Planning Areas. Sign Language interpreters are available for attendees who are deaf. Other languages will be accommodated upon request.

### **CONTRACTING PROCESS**

On July 29, 2014, the Board approved DCFS' recommendation to award TCCF four contracts to provide PS-MAPP training services throughout the County. The contracts were procured through publicly posted Request for Proposals.

DCFS has determined that the Living Wage Program (County Code Chapter 2.201) does not apply to this contract.

**CONTRACTOR PERFORMANCE**

The Contractor has met the quality of service as specified in the PS-MAPP contract in providing pre-service training to prospective foster and adoptive applicants to become placement resources for children in out-of-home care.

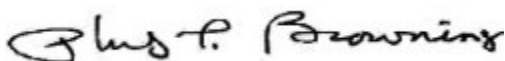
**IMPACT ON CURRENT SERVICES (OR PROJECTS)**

Without the approval of the recommended action, DCFS will not be in compliance with the State-mandated Resource Family Approval process to assess resource parents.

**CONCLUSION**

Upon Board approval, the Executive Officer, Board of Supervisors, is requested to return one adopted stamped Board letter to DCFS.

Respectfully submitted,



PHILIP L. BROWNING

Director

PLB:KRLTI:sl

Enclosures

- c: Chief Executive Officer
- County Counsel
- Executive Officer, Board of Supervisors

**ATTACHMENT I**

**County of Los Angeles  
Department of Children and Family Services**

**RESOURCE FAMILY APPROVAL TRAINING SERVICES**

**EXHIBIT A: STATEMENT OF WORK**

**COUNTY OF LOS ANGELES  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

RESOURCE FAMILY APPROVAL TRAINING SERVICES

STATEMENT OF WORK

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# EXHIBIT A

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## STATEMENT OF WORK

### SECTION A

#### 1.0 PREAMBLE

The County of Los Angeles seeks to collaborate with its community partners to enhance the capacity of the health and human services system to improve the lives of children and families. These efforts require, as a fundamental expectation, that the County's contracting partners share the County and community's commitment to provide health and human services that support achievement of the County's Strategic Plan Mission, Values, Goals and Performance Outcomes.

The County's vision is to improve the quality of life in the County by providing responsive, sufficient and high-quality public services that promote the self-sufficiency, well-being and financial security of individuals, families, businesses and communities. This philosophy of teamwork and collaboration is anchored in the County's shared values of: 1) Accountability; 2) A Can-Do-Attitude; 3) Compassion; 4) Customer Orientation; 5) Integrity; 6) Leadership; 7) Professionalism; 8) Respect for Diversity; and 9) Responsiveness.

These shared values are encompassed in the County's Strategic Plan's three Goals: 1) Operational Effectiveness/Fiscal Sustainability; 2) Community Support and Responsiveness and 3) Integrated Services Delivery. Improving the well-being of children and families requires coordination, collaboration and integration of services across functional and jurisdictional boundaries, by and between County departments/agencies and contracting agencies.

# EXHIBIT A

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## RESOURCE FAMILY APPROVAL TRAINING SERVICES

### SECTION B – PROJECT FOUNDATION

#### 2.0 OVERVIEW

2.1 The Los Angeles County Department of Children and Family Services (DCFS) in order to provide safe and stable homes for children who are removed from their families of origin, must recruit, train, and support families as they proceed through the process of becoming a resource and/or adoptive parent. DCFS recruits prospective foster and adoptive families through a variety of methods such as radio, television, print ads, and social media, such as Facebook, staffing community booths, partnering with the faith-based community, and using foster and adoptive parents as ambassadors for the Department. Data received by the Placement and Recruitment Unit's tracking system of how families were referred to DCFS shows that a significant number of families learned about fostering and adopting through the organization that provided the resource family pre-approval classes. In order to increase the number of prospective foster and adoptive families, a more comprehensive plan to provide DCFS access to the communities where the pre-approval classes are being offered is needed. To ensure that needs of children and families served by DCFS are met, DCFS is looking to engage community partners who will:

2.1.1 Provide training (initial leadership and annual leadership training) to the training teams in the Resource Family Approval (RFA) Training curriculum by accredited trainers.

2.1.2 Provide RFA Pre-Approval training to prospective resource families.

2.1.3 Provide the eight-hour Pre-Placement training.

2.1.4 Provide access to locations and venues where DCFS can recruit prospective resource and adoptive families.

2.1.5 Assist prospective resource parents with the RFA approval process.

2.1.6 Provide Cardio-Pulmonary Resuscitation (CPR) and First Aid certification that meets RFA approval standards, including for relative and non-related extended family members (NREFMs).

#### 2.2 RFA Pre-Approval and Pre-Placement Training

DCFS provides training to potential resource families through its Adoption and Permanency Resources Division (APRD). DCFS has the

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responsibility to recruit and train potential resource and adoptive parents, conduct orientations and approve the homes of applicants seeking placements for children and youth placed under its care and supervision. DCFS has adopted the RFA Pre-Approval curriculum.

2.2.1 The current child and family service population, along with the requirements of the Adoptions and Safe Families Act (ASFA) and Continuum of Care Reform, mandate that agencies prepare potential resource and adoptive parents to work as team members.

2.2.1.1 The pre-approval and pre-placement trainings support five core competencies to help foster and adoptive parents develop and enhance the ability to promote child safety, permanence, and well-being:

- Meet the developmental and well-being needs of children and youth coming into care, or being adopted through foster care;
- Meet the safety needs of children and youth coming into care, or being adopted through foster care;
- Support alliance building with parents of children in foster care;
- Support concurrent planning for permanency; and
- Meet their family's needs in ways that assure that a child's safety and well-being needs are met.

2.2.2 Concurrent planning acknowledges that permanency is best achieved when a child returns to a birth parent who can safely care for the child and calls for intensive family reunification services. However, concurrent planning also acknowledges that not all children will be able to return home and allows Children's Social Workers (CSWs) to simultaneously work toward alternate permanent plans, such as adoption and legal guardianship, for children in the event that reunification efforts are unsuccessful. Concurrent planning facilitates adoption, legal guardianship and KinGap.

2.2.3 The RFA Pre-Approval and Pre-Placement Curriculums provide an experiential training that prepares potential resource families to make a decision about their ability, willingness and readiness to participate in resource care and adoptive programs, as well as to determine their desire and ability to work as partners in permanency planning. Permanency planning is the service



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provided to achieve legal permanence for a child when efforts to reunify have failed until the court terminates family reunification services.

2.2.4 Each RFA Pre-Approval and Pre-Placement training series is taught by a two-member team, consisting of one Contractor instructor and one experienced resource/adoptive parent under the employ of the Contractor. All team members must be accredited to facilitate the RFA curriculum by participating in the RFA Leadership training facilitated by Master Trainers provided by the Contractor. The RFA Pre-Approval and Pre-Placement curriculum (see Exhibit A-7 for curriculum learning objectives) is designed to provide knowledge and skills to potential foster and adoptive parents to become successful caregivers to children placed under their care and supervision by DCFS CSWs. Potential resource and adoptive parents must be approved by DCFS for placement. Care providers are required to complete RFA training before the placement of any child or children in their homes. This Statement of Work (SOW) further explains the services required.

### 3.0 DEFINITIONS

- 3.1 **Accredited** – means having successfully completed the RFA Pre-Approval facilitator classes led by a Master Trainer.
- 3.2 **Adoptive Parent** – means a person(s) who has adopted, or is in the process of adopting a child or children.
- 3.3 **Adoption and Safe Family Act (ASFA)** – means the Congressional enactment to assure the safety of children known to the child welfare system; to expedite permanency, and to provide States with more options to achieve permanency.
- 3.4 **Birth Parent** – means the biological parent of a child.
- 3.5 **Certified Foster Parent(s)** – means a family and their home approved by a licensed foster family agency (FFA) for its exclusive use.
- 3.6 **Children’s Social Worker (CSW)** – means social workers with the Department of Children and Family Services (DCFS) managing caseloads of children who are under the supervision and custody of DCFS.
- 3.7 **Community Partner** – means a non-government organization that will work cooperatively together with DCFS to meet their goals of safety, well-being and permanence.
- 3.8 **Compliance** – means for this contract, following the rules and regulations of the State of California Community Care Licensing Division and has not

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received substantiated violations or a pattern of violations against their license.

- 3.9 **Concurrent Planning** – means the setting up of an alternative permanent plan (adoption, legal guardianship, or long term foster care) while at the same time providing Family Reunification Services for a detained child.
- 3.10 **Contractor** – means the sole proprietor, partnership or corporation that has entered into a Contract with the County to perform or execute the work covered by the Statement of Work.
- 3.11 **Contractor Instructor** – means the Contractor or designee participating as a co-trainer in RFA Pre-Approval training sessions.
- 3.12 **Contractor Program Director (CPD)** – means the Contractor's officer or employee responsible for administering the Contract in accordance with the Statement of Work.
- 3.13 **County Program Manager (CPM)** – means the individual responsible for the day-to-day management of the Contract and designated by the County to monitor the program and provide assistance to the Contractor in the administration of the Contract.
- 3.14 **Family Assessment** – means a standardized evaluation tool used to evaluate a prospective resource family's strengths and readiness to provide foster care and/or adopt a child as well as meeting the State regulations for an adoption home study.
- 3.15 **Family of Origin** – means the people a child grows up with, including parents and siblings.
- 3.16 **Fiscal Year** – means the 12-month period beginning July 1st and ending the following June 30th.
- 3.17 **Foster Family Agency (FFA)** – means a non-profit organization licensed by the State of California to recruit, certify, train and provide professional support to their certified foster parents and the DCFS foster children in their care.
- 3.18 **Legal Guardianship** – means a person appointed by the Los Angeles County Superior Court which grants legal custody and responsibility for a child.
- 3.19 **Legal Permanence** – means an order from dependency court granting a child(ren) permanent residency in the home of parent, adoptive parent or relative legal guardian.

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- 3.20 **Licensed Foster Family Home** – means a written authorization from the CCLD (licensing agency) to operate a foster family home (FFH). The license may not be transferred to another person or location.
- 3.21 **Master Trainer** – means a person accredited to train and accredits facilitators in the RFA Pre-Approval curriculum.
- 3.22 **Module** – means a 3-hour session in the RFA Pre-Approval training series. The RFA Pre-Approval training series consists of four 3-hour sessions for a total of 12 hours of training.
- 3.23 **Placement and Recruitment Unit (PRU)** – DCFS social workers assigned to the Adoption and Permanency Resources Division and are responsible for recruiting prospective foster and adoptive parents, providing orientations with Community Care Licensing, and matching prospective adoptive parents with children in need of an adoptive family.
- 3.24 **Pre-Service Training** – means a series of classes provided to prospective resource families.
- 3.25 **Quality Assurance Plan** – means a plan that demonstrates how the objectives for the contracted activities/services will be met. A continuous Quality Improvement Process Plan shall review and assure all requirements of the contract are met or exceeded.
- 3.26 **Resource Family Approval Program** – means the single process for approving families for foster care, legal guardianship, and adoption as per the California State Department of Social Services (CDSS) RFA Written Directives.
- 3.27 **Resource Family Parents** – means potential or approved foster or adoptive care providers who are prepared for concurrent planning, foster care and adoption and includes kinship relatives or non-relative care providers.
- 3.28 **Resource Family (RFA) Pre-Approval Training** – means a comprehensive 12-hour training program designed to provide foster and adoptive parents with a firm foundation of knowledge, skills and attitudes regarding foster care and adoption, as well as enhance their ability to care for the children placed in their homes.
- 3.29 **Resource Family (RFA) Pre-Placement Training** – means the 8-hour training DCFS requires for placement of a child and meets the training requirement for their first RFA Annual Update.
- 3.30 **RFA Training Participants** – means potential resource families that have completed an informational orientation as well as enrolled in and/or attended the first module of the RFA training series.
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- 3.31 **Retention** – the ability to keep prospective and existing licensed foster family home caregivers and approved relative caregivers through pre-service training, assistance with the licensing application process, and ongoing training as required by DCFS.

### 4.0 PROGRAM MANAGEMENT REQUIREMENTS

- 4.1 The County shall provide a County Program Manager (CPM) to coordinate the delivery of the services of this Contract with the Contractor Program Director (CPD).
- 4.1.1 The CPM will be responsible for the management of components of recruitment, provision of training in the RFA curriculum to the training team, RFA training, provision of other RFA related training to the training team.
- 4.2 The CPM or designated alternates will have full authority to monitor the Contractor's performance in the day-to-day operation of this Contract.
- 4.3 The CPM will provide direction to the Contractor in areas relating to DCFS policy, information and procedural requirements.
- 4.4 The CPM is responsible for daily management of Contract operation and overseeing monitoring activities. The CPM is identified in Attachment I.
- 4.5 The Contractor shall designate a CPD responsible for daily management of Contract operation and overseeing the work to be performed by the Contractor as defined in this Statement of Work. The CPD is identified in Attachment H.
- 4.6 The Contractor shall not schedule or conduct any meetings or negotiations under this Contract on behalf of the County or DCFS.
- 4.7 Overall project coordination between Contractor and County shall be through the CPM or designee and the CPD, authorized representative(s) or their designated alternates.

### 5.0 COUNTY'S GENERAL RESPONSIBILITIES

- 5.1 The CPM has full authority to monitor and evaluate the Contractor's performance under this Contract.
- 5.1.1 The CPM or designee may make unannounced site visits to determine if the Contractor is adhering to contract provisions, relevance and accuracy of curriculum, and appropriateness of trainers. CPM may also query participants by mail, e-mail, telephone, or survey regarding specific in-service training issues and training feedback.

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- 5.1.2 Random site visits will take place at a minimum on a quarterly basis. Time and site are determined at the discretion of the CPM.
- 5.2 The CPM or designee shall provide to the Contractor as needed/requested brochures in English and Spanish about becoming a foster or adoptive parent to distribute and make available to the public.
- 5.3 The CPM or designee shall provide to Contractor a monthly list (Region specific) of those individuals who attended an orientation meeting.
- 5.4 The CPM shall offer technical assistance and/or guidance to the Contractor in areas relating to County policy and procedural requirements in the performance of this Contract.
- 5.5 The CPM shall review and approve each fiscal year training schedule calendar (detailed in SOW) provided by the Contractor.
- 5.6 The CPM is not authorized to make any changes in the terms and conditions of this Contract and is not authorized to obligate the County in any way whatsoever beyond the terms of the Contract.
- 5.7 The CPM must approve Contractor instructors and Resource Parent trainers prior to the instructors and trainers co-leading RFA training groups.

### **6.0 CONTRACTOR'S GENERAL RESPONSIBILITIES**

- 6.1 The Contractor must have a training site physically located within the area of the DCFS Regional office serviced by this contract at least 30 days after the award of the contract.
- 6.2 The Contractor must be open for business during the hours of 9:00 AM to 5:00 PM Pacific Standard Time (PST) and be available via electronic media (cell phone and/or email) during the hours that RFA training classes are in session.
- 6.3 The Contractor shall make brochures available and provide DCFS access to locations and events in order to recruit prospective resource families to attend the DCFS provided orientations.
- 6.4 The Contractor shall maximize enrollment in RFA trainings by contacting the prospective resource families who have attended and completed a DCFS orientation and then enrolling these families.
  - 6.4.1 The Contractor shall not enroll current DCFS employees in RFA trainings under this contract.

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- 6.4.2 The Contractor shall determine whether RFA Pre-Approval training enrollees are certified with a Foster Family Agency (FFA) and document in the monthly activity report. Persons who are certified with an FFA **are not** authorized to register and/or attend a RFA Pre-Approval training series without written approval from the CPM or designee.
- 6.4.3 The Contractor shall not offer or provide similar or other RFA trainings to those who are not authorized to participate under this contract, such as FFA certified families or DCFS staff.
- 6.4.4 The Contractor shall not commingle or combine non-authorized participants and trainings with the participants and training program covered by this Contract.
- 6.5 Contractor shall provide Master Trainers in the RFA Pre-Approval and Pre-Placement curriculum to train prospective trainers and DCFS identified CSWs in the RFA curriculum; and for the Annual Leadership Training for those trainers.
- 6.6 Contractor shall assist families that have completed RFA Pre-Approval training with the RFA approval process.
- 6.7 Contractor shall provide prospective resource parents, including relatives and non-related family members (NREFMS), with CPR and First Aid training.
- 6.8 Contractor shall develop an electronic tracking system which contains CPM identified elements, including, but not limited to, Recruitment, RFA Pre-Approval training, CPR and First Aid training.
- 6.9 Contractor's Personnel
- 6.9.1 Contractor **shall not** employ DCFS staff as Contractor Instructors for RFA Pre-Approval and Pre-Placement training.
- 6.9.2 Contractor shall employ sufficient administrative assistance to support contract requirements.
- 6.10 RFA Training Teams
- 6.10.1 Contractor shall be responsible for providing accredited Master Trainers to provide training in the RFA Pre-Approval curriculum to Contractor's instructors and experienced care providers at least 60 days after contract start date.
- 6.10.2 A team of accredited RFA trainers (hereinafter referred to as the "RFA Training Team") shall consist of one Contractor instructor and

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one experienced foster and/or adoptive parent care provider. The instructor and the experienced foster and/or adoptive parent shall be employees of the Contractor.

6.10.3 Contractor shall assign the members of the training teams to training facilities. The accredited RFA training team assigned to a particular facility will provide the training at the site.

### 7.0 STAFF REQUIREMENTS AND QUALIFICATIONS

7.1 Contractor's personnel for RFA Pre-Approval and Pre-Placement training shall be qualified professional staff with the background, experience and expertise to provide the services required:

7.1.1 Contractor instructors for RFA training, other than the experienced resource and/or adoptive parent care providers shall meet the following minimum requirements unless approved by the CPM or designee.

- Bachelor's degree in child development, sociology, psychology or a closely related field, and
- At least one (1) year of experience instructing, teaching or training adults in parenting, child development or a closely related area of study.

*(Some Related Fields of Study include: Behavior Science, Early Childhood Development; Human Development; Human Services; Social Welfare; Child/Adolescent Development; Liberal Studies with Concentration in Psychology or Sociology; or a 50% Human Service Related Field with upper Division courses - 300 and above)*

7.1.2 Contractor shall employ for RFA training an experienced foster and/or adoptive parent caregiver for each training team. Contractor shall ensure that the experienced foster and/or adoptive parent caregiver in the position of trainer has one (1) year of verifiable experience demonstrating the competent ability to instruct, teach, and train adults, unless approved by the CPM, and is in compliance with the rules and regulations of the State of California Community Care Licensing Division and has not received substantiated violations or a pattern of violations against their license.

### 8.0 CONTRACTOR STAFF RESPONSIBILITIES

8.1 Contractor cannot utilize resource parents as the experienced resource and/or adoptive parent care provider on the RFA Training Team for three

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(3) years from the completion of their RFA training unless approved by the CPM.

- 8.2 The County reserves the right to request termination of services of an experienced caregiver or a Contractor instructor performing under this contract if the County determines the performance of this RFA trainer to be unacceptable.

### 9.0 REPORTS

- 9.1 Contractor shall provide the County with a Monthly Service Report. Contractor shall include in the Monthly Service Report copies of any and all Corrective Action Plans issued during the prior month and notes on any changes to internal processes, policies or procedures required to comply with any Corrective Action Plans.

9.1.1 Contractor shall submit to CPM, upon County request, any reports or correspondence related to instructors' job performance including the Contractor versions of periodic performance evaluations of their staff.

#### 9.2 Venue Reports

9.2.1 Contractor shall provide APRD CPM with Bi-Annual Venue reports of where they provided access for DCFS to have a booth or table to recruit prospective resource and adoptive parents. The report shall be submitted to the CPM within ten business days of the end of each six-month period for the term of this Contract. The report shall address the work and activities performed in the previous six months and shall include: 1) dates and locations of where DCFS had access to share information via a table or booth to the community; and 2) locations where the brochures were either made available or handed out.

#### 9.3 RFA Training Reports

9.3.1 Contractor shall submit monthly RFA Training Activity Reports to the CPM or designee. The monthly activities report shall include, but not limited to: the names of the potential resource/adoptive care providers who have enrolled and completed the RFA training, dates of the training, and site locations. A sample format of the monthly RFA Training Activity Report is provided in Exhibit A-5.

9.3.2 Contractor shall submit monthly Activity Reports to the CPM in regards to assistance with prospective resource parents working toward RFA approval. The monthly activities report shall include, but is not limited to: names of the potential resource family



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providers; dates of contacts; dates of activities performed; dates of CPR and First Aid class offerings and attendees; and pending issues impacting approval.

9.3.3 Contractor shall submit annual reports on initial team accreditation training and the Annual Leadership training to CPM.

### 9.4 Participant Surveys for RFA Training

9.4.1 Contractor shall design and administer a survey to participants who enroll in RFA Pre-Approval trainings but do not attend and/or participants who attend RFA Pre-Approval training but do not graduate. Contractor shall summarize results and forward to the CPM quarterly with the original surveys attached. Draft of survey shall be submitted for approval to CPM within 60 days of contract award.

9.4.2 Contractor shall obtain feedback from all RFA training participants regarding their experiences and suggestions for improvement at least six (6) months after the RFA training series ended. Contractor shall discuss with the CPM the method(s) used to obtain this feedback. Contractor shall summarize results and forward to the CPM twice a year. Any drafts of media to be used in obtaining feedback shall be submitted by the Contractor for approval by the CPM prior to obtaining the feedback.

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## SECTION C – SERVICES DESCRIPTION

### 10.0 SCOPE OF WORK

During each term of this Contract, the Contractor shall provide the following services consistent with the Statement of Work and the terms of the Contract. The services to be provided shall include, but are not limited to:

#### 10.1 Access to Venues

10.1.1 The Contractor shall arrange for DCFS to have a recruitment booth or table where DCFS can share information about becoming a resource parent at either an existing event or at a venue that has public access.

10.1.1.1 The recruitment booths or tables must be at locations where the Contractor conducts RFA training classes and/or where the Contractor or the Contractor's umbrella organization (if there is one), conduct their business if it is a location or an event that has access to the community. These locations need to be pre-approved by the CPM.

10.1.1.2 The recruitment booths or tables must be arranged to be at a location that has a minimum of 100 people at the location or event.

10.1.1.3 If there are no existing events or recruitment opportunities, the Contractor must arrange for recruitment events bi-annually at one of their locations, the location of an umbrella organization (if there is one) or at another DCFS approved venue that has a minimum of 100 people at the location or event.

10.1.2 The Contractor shall arrange for on-going distribution of DCFS recruitment materials.

10.1.3 Recruitment brochures shall be made available to the Contractor by the CPM or designee. However, any recruitment materials created by the Contractor such as flyers, brochures, or promotional items shall be submitted to the CPM or designee for approval 30 days prior to the date intended for distribution. All materials must be in English and Spanish and approved by the CPM prior to distribution.

10.1.3.1 Contractor shall make DCFS recruitment materials such as brochures and flyers available for distribution at every site where they conduct RFA training classes and/or in-service training, as well as any offices of the Contractor.

## EXHIBIT A

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10.1.3.2 The materials should be in plain view, accessible to the passing public.

10.1.3.3 Contractor shall make electronic copies of the flyers/brochures available to post on their website and/or at minimum of quarterly in their organization(s) newsletters.

10.1.3.4 If the Contractor is part of an umbrella organization, on a quarterly basis, the Contractor shall ensure that the recruitment materials are incorporated into the main organization's website, newsletter and any appropriate other materials that will be distributed to the public.

10.1.4 The Contractor shall provide to the County within 15 days of the start-work notice a detailed plan for allowing DCFS access to the locations and/or events where they will be distributing DCFS recruitment brochures.

### 10.2 RFA Training Referrals

10.2.1 The Contractor shall only enroll prospective resource parents for RFA Pre-Approval training who have attended an informational orientation (facilitated by DCFS) and can provide written verification of their attendance. Relatives in the RFA process can also be enrolled based on need as determined by DCFS. The Contractor will assist DCFS with gathering initial information about the prospective resource parents who are enrolled in RFA Pre-Approval training.

### 10.3 Number of RFA Training Participants

10.3.1 During the term of the Contract, each RFA training module shall consist of a targeted minimum of 20 enrolled attendees and no more than 30 enrolled attendees. However classes can proceed with a minimum of 12 attendees. Exceptions to the number of participants shall be approved by CPM or designee prior to the start of the first module of a training series.

### 10.4 RFA Training Curriculum

10.4.1 The Contractor shall provide initial RFA Leadership Training and Annual Leadership Training to the RFA training team of one Contractor instructor and one experienced foster and/or adoptive parent care provider on the RFA training curriculum or its enhancements, as approved by CPM.

## EXHIBIT A

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10.4.2 The 12-hour RFA Pre-Approval curriculum training series will consist of four 3-hour training modules.

10.4.3 The 8-hour RFA Pre-Placement curriculum training series will consist of two 4-hour training modules.

10.4.4 The Contractor shall provide training for each participant and complete each RFA training series within a two-week period from the start of the first module of the training series, unless a County observed holiday falls within the two-week period.

### 10.5 RFA Training Materials

10.5.1 The Contractor shall utilize the current RFA curriculum and provide all training materials, manuals and necessary supplies to RFA training participants.

### 10.6 Preparation Meetings

10.6.1 The Contractor Instructor shall meet at least once; or more if needed, with each RFA Training Team for a preparation meeting no less than seven days before the start of RFA Module One. The RFA Training Team shall meet prior to the first training module for each RFA training series to discuss the training curriculum and their respective training roles throughout the training series.

### 10.7 Training Facilities

#### 10.7.1 Training Environment

10.7.1.1 The Contractor shall provide safe and pleasant training facilities that are easily accessible by public transportation. The training facilities shall accommodate up to 35 adult participants, and specifically for RFA training with tables and chairs arranged in a U-shape or semicircle. In addition, the Contractor shall provide clean and operable restroom facilities, as well as safe and convenient parking within reasonable proximity of the classroom for the duration of the training. The County, in collaboration with the Contractor, may modify the number of trainees for any deliverable.

#### 10.7.2 Facilities

10.7.2.1 The Contractor shall provide a minimum of one training facility for every three RFA training series, located within each Service Planning Area (SPA) within the awarded Region (North, South, East, or West), which

## EXHIBIT A

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encompasses two SPAs (Section 10.8.1 below). A zip code list with SPAs is detailed in Exhibit A-4. Additional training facilities shall be added contingent upon the evaluation of population need and data for RFA training modules as determined by the County.

10.7.2.2 The Contractor shall acquire community based training facilities for additional series above the three required training series per SPA.

10.7.2.3 The Contractor shall provide initial RFA Leadership Training and Annual Leadership Training at facilities approved by the CPM.

### 10.8 Number of Training Series

10.8.1 The Contractor shall schedule and conduct RFA Pre-Approval Training series as determined by the County. The minimum numbers of RFA Pre-Approval Training series that shall be provided per area are as follows:

AREA	SPA	NUMBER OF RFA PRE-APPROVAL TRAINING SERIES	NUMBER OF RFA TRAINING FACILITIES PER SPA
North	1	6	1
	2	8	2
East	3	9	2
	4	14	3
West	5	4	1
	6	19	4
South	7	10	2
	8	13	3
<b>Total Series</b>		83	--

10.8.2 The Contractor shall schedule and conduct RFA Pre-Placement Training series as determined by the County. The minimum numbers of RFA Pre-Placement Training series that shall be provided per area are as follows:

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AREA	SPA	NUMBER OF RFA PRE-PLACEMENT TRAINING SERIES	NUMBER OF RFA TRAINING FACILITIES PER SPA
North	1	4	1
	2	6	2
East	3	7	2
	4	11	3
West	5	3	1
	6	15	4
South	7	8	2
	8	10	3
<b>Total Series</b>		64	--

10.8.3 The Contractor shall schedule and conduct First Aid and CPR trainings as determined by the County. The minimum numbers of First Aid and CPR trainings that shall be provided per area are as follows:

AREA	SPA	NUMBER OF CPR/FIRST AID TRAININGS	NUMBER OF RFA TRAINING FACILITIES PER SPA
North	1	4	1
	2	5	2
East	3	4	2
	4	8	3
West	5	2	1
	6	10	4
South	7	5	2
	8	7	3
<b>Total Series</b>		45	

### 10.9 Training Schedule

#### 10.9.1 RFA Master Training Schedule

10.9.1.1 Contractor shall offer a varied tentative training schedule at multiple locations to accommodate potential resource families. Contractor shall submit a master schedule for the entire Contract term for review and approval by the CPM at the commencement of the Contract term and submit monthly updates by the 30<sup>th</sup> of each month until the termination of the Contract. This master schedule shall include each site, date, time and language of the

## EXHIBIT A

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proposed RFA training modules. Contractor shall offer RFA training modules during evenings Monday through Thursday, and on Saturdays, or as approved by the CPM. RFA training modules may also be required during normal business hours.

10.9.1.2 Contractor shall submit this training schedule calendar to the CPM or designee for final approval at least 15 days prior to the anticipated start date of the first training series. The CPM or designee shall notify the Contractor of approval/denial of the training schedule calendar within ten business days of submission of the calendar by the Contractor.

10.9.1.3 Contractor and CPM, or designee, shall conduct a monthly review of the training schedule calendar to make modifications and to ensure that the RFA training needs of the County are met.

### 10.10 Language Diversity

10.10.1 Contractor is required to have the ability to provide 25 percent of the RFA training modules in Spanish per Region. Contractor shall reflect the language of each RFA training series in the 12-month schedule calendar detailed in Section 10.9.1. In the event no Spanish modules are needed by the end of the seventh month of the Contract, the Contractor shall contact the CPM and provide written justification to waive said requirement. RFA training modules that are to be conducted in a language other than English or Spanish may be requested of the Contractor by CPM. Contractor may be required to provide training, including translators and translation of training materials, for other language populations including, but not limited to: Cambodian, Chinese, Korean, Tagalog, Vietnamese, and the hearing impaired. The County will provide Contractor written notice if training for other language populations is required. Once notified, the Contractor has 120 days to provide such training.

10.10.2 Contractor must have sufficient bilingual staffing to communicate with families who are monolingual Spanish-speaking.

### 10.11 Course Measure of Effectiveness: RFA Training

10.11.1 Contractor shall administer an RFA training evaluation provided within the RFA training curriculum to RFA training participants to measure the effectiveness and the quality of the training series, trainers, training facilities, etc. at the last module of the series.

## EXHIBIT A

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10.11.2 Contractor shall summarize training evaluations and provide a report to CPM with the original evaluations attached, as well as the invoice for the completion of the RFA training series. The training evaluations shall be used by the County and Contractor to develop strategies for improvements.

10.11.3 Trainers shall complete an evaluation of each RFA Pre-Approval training participant by the last date of training using Exhibit A-8, Prospective Resource Parent Training Final Evaluation Form. Trainers shall also use Exhibit A-9, Prospective Resource Parent Training Interim Evaluation Form on an as-needed basis and will alert the CPM or designee of any training issues.

### 10.12 RFA Approval Advocacy and Support

10.12.1 Contractor shall assist 100 percent of the families that are willing to accept assistance that have completed RFA Pre-Approval training and:

- have not submitted their RFA paperwork to DCFS
- have pending issues identified by DCFS, which must be resolved prior to RFA approval
- have not followed through with the RFA approval process after submission of the application packet to DCFS

10.12.1.1 Contractor shall maintain weekly communication either in person, telephonically, electronically, or by conducting group help clinics to the families to assist with addressing any barriers to RFA approval the families may have.

10.12.1.2 Contractor shall communicate with DCFS to help the applicant understand barriers to RFA approval.

10.12.2 Upon completion of each RFA Pre-Approval training series, Contractor shall identify which participants have met the criteria in Section 10.12.1 and shall contact them within five (5) working days of the RFA Pre-Approval final session to arrange a plan to assist the families with completing the RFA paperwork or with the pending approval issues by offering the services listed in Section 10.12.1.1 and 10.12.1.2.

10.12.3 Contractor shall continue working with these families until:

- The family has successfully completed RFA Approval;
- The family refuses further help from the Contractor;
- The family turns in completed RFA paperwork and DCFS denies RFA approval to the family or;



## EXHIBIT A

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- Six months have passed since the time the family attended the DCFS orientation.

### 11.0 QUALITY ASSURANCE PLAN AND FAILURE TO PERFORM

11.1 The Contractor shall establish and maintain a Quality Assurance Plan (QAP) approved by the CPM to assure the requirements of the Contract are met. An approved copy must be provided to the CPM on the Contract start date and as changes occur. The original QAP and any revisions thereto shall include, but not be limited to, the following:

11.1.1 Methods used to insure that the quality of service performed fully meets the performance requirements set forth in the Statement of Work and Exhibit A-1, Performance Requirements Summary. Contractor shall include methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.

11.1.2 Methods for insuring uninterrupted service to the County in the event of a strike by Contractor's employees or any other potential disruption in service.

11.2 The Contractor shall not utilize any employee or subcontractor whose work has been deemed deficient and/or unacceptable by the CPM.

11.3 The Contractor shall also establish and maintain a Continuous Quality Improvement Process Plan to periodically review and assure all requirements of the Contract are met or exceeded. A current copy of the Continuous Quality Improvement Process Plan approved by the CPM must be provided to CPM for review and approval upon commencement of the Contract and as updated thereafter.

11.4 The QAP shall include, but is not limited to, manuals that contain data for all training components defined herein.

The plan shall include an identified monitoring system covering all the services listed in Exhibit A-1, Performance Requirements Summary as well as methods for identifying and preventing deficiencies in the quality of services, specifically, the following factors must be included in the QAP:

- Activities to be monitored to ensure compliance with all SOW requirements;
- Monitoring methods to be used;
- Frequency of monitoring;
- Samples of forms to be used in monitoring;

## EXHIBIT A

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- Title/level and qualifications of personnel performing monitoring functions; and
- File of all monitoring results, including any corrective action taken.

### **12.0 QUALITY ASSURANCE MONITORING**

12.1 The CPM or designee will monitor Contractor performance under this Contract using the CPM approved QAP specified in this SOW and Exhibit A-1, Performance Requirements Summary.

### **13.0 GREEN INITIATIVES**

13.1 The Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

13.2 The Contractor shall notify CPM of the Contractor’s proposed green initiative outline in their proposal and any new green initiatives prior to the Contract commencement.

# EXHIBIT A

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## SECTION D – TARGET POPULATION AND OUTCOME MEASURES

### 14.0 TARGET POPULATION

The target population for RFA Training services is: Individuals and Families residing in the County of Los Angeles, who desire to become qualified Foster and Adoptive Parents. A resource parent will support the goal of family reunification and, when reunification is not possible, be approved to provide legal permanence for a child.

### 15.0 OUTCOME MEASURES

Performance Outcome Summaries as follows:

## EXHIBIT A

<b>PERFORMANCE OUTCOME SUMMARY PERMANENCY</b>		
<b>PROGRAM:</b> <b>RESOURCE FAMILY APPROVAL (RFA) TRAINING SERVICES</b>		
<b>PROGRAM TARGET GROUP:</b> Prospective and Approved Resource (foster and adoptive) Parents, and Kinship Providers		
<b>PROGRAM GOAL AND OUTCOME:</b> Prospective resource parents shall be trained to support the goal of reunification and, when that is not possible, be prepared to provide permanence for a child or children in out of home care.		
<b>OUTCOMES</b>	<b>METHOD OF DATA COLLECTION</b>	<b>PERFORMANCE TARGETS</b>
<p><u>Program Goal/Outcome 1:</u> Provide at least one location in each SPA where DCFS can recruit prospective adoptive parents interested in providing permanency for DCFS children/youth when reunification is not possible twice a year.</p> <p><u>Program Goal/Outcome 2:</u> Increase the number of families that successfully submit their RFA Approval packet and are interested in providing permanency when reunification is not possible, from the current baseline.</p>	<p><u>Method 1:</u> Bi-annual venue reports from the Contractor indicating work and activities performed in the previous six months and shall include 1) the date, name and address of locations where DCFS could have a table/booth to recruit and where brochures and flyers can be made accessible to the public; 2) the dates and locations of where DCFS recruitment brochures and information were accessed by the community.</p> <p><u>Method 2:</u> Monthly reports from the Contractor listing the names of the potential resource/adoptive care providers, dates of contacts, activities performed, date of CPR and First Aid class offerings and attendees, date of submission of the RFA Approval packet by families interested in providing permanency.</p>	<p><u>Performance Target 1:</u> 5% of the families interested in providing permanency to a child and attends a DCFS orientation will have been from venue(s) arranged by the Contractor.</p> <p><u>Performance Target 2:</u> The total number of families that submitted a completed RFA Approval packet will increase from the current baseline by 10% the first year and 5% the subsequent years.</p>

## EXHIBIT A

<b>PERFORMANCE OUTCOME SUMMARY SAFETY</b>		
<b>PROGRAM:</b> <b>RESOURCE FAMILY APPROVAL (RFA) TRAINING SERVICES</b>		
<b>PROGRAM TARGET GROUP:</b> Prospective and Approved Resource (foster and adoptive) Parents, and Kinship Providers		
<b>PROGRAM GOAL AND OUTCOME:</b> Prospective resource parents shall be trained to support the goal of reunification and when that is not possible, be prepared to provide a safe placement for a child or children in out of home care.		
<b>OUTCOMES</b>	<b>METHOD OF DATA COLLECTION</b>	<b>PERFORMANCE TARGETS</b>
<p><u>Program Goal/Outcome 1:</u> Provide at least one location in each SPA where DCFS can recruit prospective foster and adoptive parents that are interested in providing a safe home for children in out of home care twice a year.</p>	<p><u>Method 1:</u> Bi-annual venue reports from the Contractor indicating work and activities performed in the previous six months and shall include: 1) the date, name and address of locations where DCFS could have a table/booth to recruit and where brochures and flyers were made accessible to the public; 2) the dates and locations of where DCFS recruitment brochures and information were able to be accessed by the community.</p>	<p><u>Performance Target 1:</u> 5% of the families interested in providing a safe home to a child and attend a DCFS orientation will have been from a venue arranged by the Contractor.</p>
<p><u>Program Goal/Outcome 2:</u> Increase the number of families that successfully submit their RFA approval packets and are interested in providing a safe home for children in out of home care from the current baseline.</p>	<p><u>Method 2:</u> Monthly reports from the Contractor listing the names of the potential resource/adoptive care providers, dates of contacts, activities performed, date of CPR and First Aid class offerings and attendees, date of submission of RFA approval packet by families interested in providing a safe home for children in out of home care.</p>	<p><u>Performance Target 2:</u> The total number of families that submitted a completed RFA approval packet will increase from the current baseline by 10% the first year and 5% the subsequent years</p>

## EXHIBIT A

<b>PERFORMANCE OUTCOME SUMMARY WELL-BEING</b>		
<b>PROGRAM:</b> <b>RESOURCE FAMILY APPROVAL (RFA) TRAINING SERVICES</b>		
<b>PROGRAM TARGET GROUP:</b> Prospective and Approved Resource (foster and adoptive) Parents, and Kinship Providers		
<b>PROGRAM GOAL AND OUTCOME:</b> Prospective resource parents shall be trained to support the well-being of children in out of home care.		
<b>OUTCOMES</b>	<b>METHOD OF DATA COLLECTION</b>	<b>PERFORMANCE TARGETS</b>
<p><u>Program Goal/Outcome 1:</u> Provide at least one location in each SPA where DCFS can recruit prospective foster and adoptive parents that are interested in ensuring the well-being of children in out of home care.</p>	<p><u>Method 1:</u> Bi-annual venue reports from the Contractor indicating work and activities performed in the previous six months and shall include: 1) the date, name and address of locations where DCFS could have a table/booth to recruit and where brochures and flyers were made accessible to the public; 2) the dates and locations of where DCFS recruitment brochures and information were able to be accessed by the community.</p>	<p><u>Performance Target 1:</u> 5% of the families interested in ensuring the well-being of a child in their home and attend a DCFS orientation will have been from a venue arranged by the Contractor.</p>
<p><u>Program Goal/Outcome 2:</u> Increase the number of families that successfully submit their RFA approval packets and are interested in ensuring the well-being of children in out of home care from the current baseline.</p>	<p><u>Method 2:</u> Monthly reports from the Contractor listing the names of the potential resource/adoptive care providers, dates of contacts, activities performed, date of CPR and First Aid class offerings and attendees, date of submission of RFA approval packet that are interested in ensuring the well-being of children in out of home care.</p>	<p><u>Performance Target 2:</u> The total number of families that submitted a completed RFA approval packet will increase by 10% the first year and 5% the subsequent years</p>

**PERFORMANCE REQUIREMENTS SUMMARY**

**RESOURCE FAMILY APPROVAL (RFA) TRAINING SERVICES**

**EXHIBIT A-1**  
**PERFORMANCE REQUIREMENTS SUMMARY**

REQUIRED SERVICES	PERFORMANCE INDICATOR	ACCEPTABLE QUALITY LEVEL	COMPLIANCE MONITORING METHOD	NON-COMPLIANT STEPS
1. Contractor shall share information about becoming a resource and adoptive parent	<ul style="list-style-type: none"> <li>• Host bi-annual recruitment events</li> <li>• Make recruitment information available where RFA classes are conducted</li> <li>• Have recruitment information posted in any information distributed to the public at least quarterly</li> <li>• 25% of recruitment activities must be in Spanish</li> </ul>	<ul style="list-style-type: none"> <li>• Bi-annual events</li> <li>• On-going available recruitment materials to be present</li> <li>• Quarterly distribution on vendors media</li> <li>• 25% in Spanish</li> </ul>	<p>Plan about the recruitment events must be submitted to the CPM for approval 30 days prior to the event.</p> <p>Copies of all information placed in media is to be provided to the CPM</p>	Contractor to develop a Corrective Action Plan approved by the CPM as to what the barriers are for not hosting/attending recruitment events or posting recruitment information and how they will be resolved.



**EXHIBIT A-1**  
**PERFORMANCE REQUIREMENTS SUMMARY**

	<b>REQUIRED SERVICES</b>	<b>PERFORMANCE INDICATOR</b>	<b>ACCEPTABLE QUALITY LEVEL</b>	<b>COMPLIANCE MONITORING METHOD</b>	<b>NON-COMPLIANT STEPS</b>
2.	Contractor shall enroll qualified RFA training participants	Contractor shall provide the names of the families enrolled in each RFA Pre-Approval and Pre-Placement session.	There needs to be at minimum 20 and no more than 30 people enrolled in each RFA training session	CPM or designee will review all lists of enrollees for each session	Contractor to develop a Corrective Action Plan approved by the CPM as to what the barriers are for not providing the list of enrollees and a plan with dates approved by the CPM for providing the missing input.

**EXHIBIT A-1**  
**PERFORMANCE REQUIREMENTS SUMMARY**

	<b>REQUIRED SERVICES</b>	<b>PERFORMANCE INDICATOR</b>	<b>ACCEPTABLE QUALITY LEVEL</b>	<b>COMPLIANCE MONITORING METHOD</b>	<b>NON-COMPLIANT STEPS</b>
3.	<p>Contractor shall provide RFA training classes in locations and with staffing as listed in the SOW</p> <p>Contractor shall acquire and use the RFA training curriculum approved by the CPM</p> <p>Contractor shall provide the RFA Pre-Approval classes in series of 12 hours, with four 3-hour training modules.</p> <p>Contractor shall provide the RFA Pre-Placement classes in a series of 8 hours, with two 4-hour training modules.</p> <p>Contractor shall provide CPR and First Aid classes that meet the requirements for RFA. Relatives and NREFMs may also enroll in the CPR and First Aid classes.</p>	<p>Contractor shall provide dates, times, locations, and names of presenters for approval by the CPM prior to the beginning of the RFA training series.</p> <p>Contractor shall provide to the CPM proof of possession of the appropriate RFA training curriculum.</p>	<p>There will be 83 RFA Pre-Approval and 64 RFA Pre-Placement training classes annually in locations and with staffing listed in the SOW with the DCFS approved RFA training curriculum.</p> <p>There will be 45 First Aid and CPR classes annually in locations approved by the CPM.</p>	<p>CPM or designee will pre-approve all scheduled classes, verify the possession of the curriculum, and verify by attendance and staffing records that classes occurred with the proper staffing.</p>	<p>Contractor shall develop a Corrective Action Plan approved by the CPM as to what the barriers are for not providing the required classes and staffing and the way this problem will be resolved.</p>

**EXHIBIT A-1**  
**PERFORMANCE REQUIREMENTS SUMMARY**

	<b>REQUIRED SERVICES</b>	<b>PERFORMANCE INDICATOR</b>	<b>ACCEPTABLE QUALITY LEVEL</b>	<b>COMPLIANCE MONITORING METHOD</b>	<b>NON-COMPLIANT STEPS</b>
4.	Contractor shall gather initial information about RFA training attendees to assist with the Resource Family Approval process.	Contractor shall assist DCFS with gathering initial information about RFA training attendees and will provide collected information to CPM or designee.	Initial information will be gathered for 100% of all applicants for RFA training.	CPM or designee will receive results of the initial information gathering done by the Contractor.	Contractor shall develop a Corrective Action Plan approved by the CPM as to what the barriers are for not gathering initial information on 100% of the applicants and the way the problem(s) will be resolved.
5.	Contractor's instructors shall meet a minimum of one time with each RFA training team to discuss curriculum and roles prior to the first class of each RFA training series.	Contractor shall arrange meetings that are mutually agreeable to the Contractor and CPM.	There must be a minimum of one meeting held for each training series prior to the first class of the series.	CPM will review meeting schedules and verify with staff that the meetings are occurring.	Contractor shall develop a Corrective Action Plan approved by the CPM as to the barriers for not holding the pre-series meetings and the way the problem(s) will be resolved.

**EXHIBIT A-1**  
**PERFORMANCE REQUIREMENTS SUMMARY**

	REQUIRED SERVICES	PERFORMANCE INDICATOR	ACCEPTABLE QUALITY LEVEL	COMPLIANCE MONITORING METHOD	NON-COMPLIANT STEPS
6.	Contractor shall provide appropriate training locations for RFA training classes, First Aid and CPR, and In-service trainings as outlined in the SOW	Contractor shall provide location information and obtain approval from the CPM at least 30 days before training delivery.	100% of the training locations must meet the criteria as listed in the SOW	CPM or designee will visit training sites to verify appropriateness.	Contractor shall develop a Corrective Action Plan approved by the CPM as to the barriers for not having the appropriate training sites available and the way the problem(s) will be resolved.

**EXHIBIT A-1**  
**PERFORMANCE REQUIREMENTS SUMMARY**

	<b>REQUIRED SERVICES</b>	<b>PERFORMANCE INDICATOR</b>	<b>ACCEPTABLE QUALITY LEVEL</b>	<b>COMPLIANCE MONITORING METHOD</b>	<b>NON-COMPLIANT STEPS</b>
7.	<p>Contractor shall assist all applicants that meet the criteria stated in the SOW with obtaining Resource Family Approval.</p>	<p>At the final session of each RFA Pre-Approval training series, Contractor shall identify which participants have not submitted their RFA packets to DCFS.</p> <p>Contractor shall have weekly communication with families and assist them with overcoming barriers to submission</p> <p>Contractor shall document all efforts made to assist the applicant in obtaining Resource Family Approval.</p>	<p>100% of the families that did not submit their Resource Family Approval packets to DCFS will have weekly contact from Contractor until packet is submitted or family chooses not to move forward.</p>	<p>CPM will review reports made by the Contractor as to efforts made in assisting applicants in obtaining Resource Family Approval.</p>	<p>Contractor shall develop a Corrective Action Plan approved by the CPM as to the barriers for not assisting applicants in obtaining their Resource Family Approval and the way the problem(s) will be resolved.</p>

**EXHIBIT A-1**  
**PERFORMANCE REQUIREMENTS SUMMARY**

	<b>REQUIRED SERVICES</b>	<b>PERFORMANCE INDICATOR</b>	<b>ACCEPTABLE QUALITY LEVEL</b>	<b>COMPLIANCE MONITORING METHOD</b>	<b>NON-COMPLIANT STEPS</b>
8.	Contractor shall provide monthly reports, bi-annual reports, and annual reports as required by the SOW.	Submission of all reports to the CPM by the deadlines established in the SOW and completeness of the information contained therein.	Reports shall be provided monthly, bi-annually and annually by the deadlines established in the SOW, and shall contain the content required by the SOW and any formatting requirements of the CPM.	Review of timeliness and completeness (of content) for monthly, bi-annual, and annual reports.	Contractor to develop a Corrective Action Plan approved by the CPM as to what the barriers are for timely submission of reports and/or completeness of content, and a plan with dates for resolving the problem(s).
9.	Contractor shall administer questionnaires and evaluation tools to the in-service participants to measure course effectiveness and summarize the results	Contractor shall provide the summarized report along with the completed evaluation tools to the CPM after each training	Evaluations and summaries shall be provided 100% of the time.	CPM or designee will review all summaries	Contractor to develop a Corrective Action Plan approved by the CPM as to what the barriers are to providing evaluations and summarizations and provide a plan with dates for resolving the problem(s).

**RFA PRE-APPROVAL  
(CMS # 12-0070)  
PRICING SCHEDULE  
\_\_\_\_\_ Region**

Contractor hereby agrees to perform the services, the scope of which is set forth in the above-identified contract for the County of Los Angeles, under all of the terms and conditions specified in the Statement of Work, Exhibits, Performance Requirements Summary, Attachments and Contract.

Prices include all applicable charges and costs associated with receipt, delivery, confirmation, and any other costs necessary in the performance of all tasks outlined in the Statement of Work, Exhibits, Performance Requirements Summary, Attachments, and Contract.

RFA PRE-APPROVAL	Unit of Service	Price
DCFS ACCESS TO LOCATION – EVENT	Per event	\$ _____
RFA PRE-APPROVAL TRAINING SERVICES	Per series (12 hours)	\$ _____
ASSISTANCE WITH CDSS CCLD LICENSING	Individually or per family	\$ _____

			Contract Period Cost
Contract Period	Initial (Base) Period	August 1, 2014 through July 31, 2015	\$ _____
	1 <sup>st</sup> Option to Extend	August 1, 2015 through July 31, 2016	\$ _____
	2 <sup>nd</sup> Option to Extend	August 1, 2016 through July 31, 2017	\$ _____
	3 <sup>rd</sup> Option to Extend	August 1, 2017 through July 31, 2018	\$ _____
	4 <sup>th</sup> Option to Extend	August 1, 2018 through July 31, 2019	\$ _____

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name and Title

\_\_\_\_\_  
Date

**SAMPLE LINE ITEM BUDGET SHEET**

Contractor's Name: \_\_\_\_\_

Service Category: \_\_\_\_\_

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

**DIRECT COST (List each staff classification)**

Payroll:	FTE*	Hourly Rate	Monthly Salary
Employee Classification	_____	\$ _____	\$ _____
Employee Classification	_____	\$ _____	\$ _____
Employee Classification	_____	\$ _____	\$ _____
Others (Please continue to list)			
<b>Total Salaries and Wages</b>			<b>\$ _____</b>

**\*FTE = Full Time Equivalent Positions**

Employee Benefits	No. of Employees	Monthly Cost per FTE
Medical Insurance	_____	\$ _____
Dental Insurance	_____	\$ _____
Life Insurance	_____	\$ _____
Other (list)	_____	\$ _____
<b>Total Benefits</b>		<b>\$ _____</b>

Payroll Taxes (List all appropriate, e.g., FICA, SUI, Workers' Compensation, etc.)	
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
<b>Total Payroll Taxes</b>	<b>\$ _____</b>

Insurance (List Type/Coverage. See Sample Contract, Part II, Section 5.2, Insurance Coverage Requirements)	
_____	\$ _____
_____	\$ _____
_____	\$ _____
Vehicles	\$ _____
Supplies	\$ _____
Services	\$ _____
Office Equipment	\$ _____
Telephone/Utilities	\$ _____
Other (please continue to list)	\$ _____
<b>Total Insurance/Misc. S &amp; S</b>	<b>\$ _____</b>

**TOTAL DIRECT COSTS** \$ \_\_\_\_\_

**INDIRECT COST** (List all appropriate)

General Accounting/Bookkeeping	\$ _____
Management Overhead (Specify)	\$ _____
Other (Specify)	\$ _____

**TOTAL INDIRECT COSTS** \$ \_\_\_\_\_

**TOTAL DIRECT AND INDIRECT COST** \$ \_\_\_\_\_

PROFIT (Please enter percentage: \_\_\_\_\_%) \$ \_\_\_\_\_

**TOTAL MONTHLY COSTS** \$ \_\_\_\_\_

**\*Matching funds must be included in the line item budget and calculated into the fixed cost fee per series completed.**



**DEPARTMENT OF CHILDREN AND FAMILY SERVICES**  
**SERVICE PLANNING AREAS**



Los Angeles County  
Department of Children and Family Services



Exhibit A-4: DCFS Service Planning Areas Cont.

**Zip Code List with Communities and Service Planning Areas**

Zip Code	Community*	Service Planning Area	Zip Code	Community*	Service Planning Area
90001	South Central LA/Co.	SPA 6 South	90041	Northeast LA	SPA 4 Metro
90002	South Central LA/Co.	SPA 6 South	90042	Northeast LA	SPA 4 Metro
90003	South Central LA	SPA 6 South	90043	Crenshaw LA/Co.	SPA 6 South
90004	Wilshire LA	SPA 4 Metro	90044	South Central LA/Co.	SPA 6 South
90005	Wilshire LA	SPA 4 Metro	90045	Westchester LA	SPA 5 West
90006	Wilshire LA	SPA 4 Metro	90046	West Hollywood	SPA 4 Metro
90007	University LA	SPA 6 South	90047	South Central LA/Co.	SPA 6 South
90008	Crenshaw LA/Co.	SPA 6 South	90048	West Wilshire LA	SPA 4 Metro
90010	Wilshire LA	SPA 4 Metro	90049	Brentwood LA	SPA 5 West
90011	University LA	SPA 6 South	90056	Culver City/Ladera	SPA 5 West
90012	Central L.A. LA	SPA 4 Metro	90057	Wilshire LA	SPA 4 Metro
90013	Central L.A. LA	SPA 4 Metro	90058	Huntington Pk/Vernon	SPA 7 East
90014	Central L.A. LA	SPA 4 Metro	90059	South Central LA/Co.	SPA 6 South
90015	Central L.A. LA	SPA 4 Metro	90061	West Compton LA/Co.	SPA 6 South
90016	Crenshaw LA	SPA 6 South	90062	University LA	SPA 6 South
90017	Central L.A. LA	SPA 4 Metro	90063	East L.A. LA	SPA 7 East
90018	University LA	SPA 6 South	90064	West L.A. LA	SPA 5 West
90019	Wilshire LA	SPA 4 Metro	90065	Northeast LA	SPA 4 Metro
90020	Wilshire LA	SPA 4 Metro	90066	Venice/Mar Vista LA	SPA 5 West
90021	Central L.A. LA	SPA 4 Metro	90067	Westwood LA	SPA 5 West
90022	East L.A. LA	SPA 7 East	90068	Hollywood LA	SPA 4 Metro
90023	East L.A. LA	SPA 4 Metro	90069	West Hollywood	SPA 4 Metro
90024	West L.A. LA	SPA 5 West	90071	Central L.A. LA	SPA 4 Metro
90025	West L.A. LA	SPA 5 West	90073	Veterans Administration LA/Co.	SPA 5 West
90026	Central L.A. LA	SPA 4 Metro	90077	Bel Air LA	SPA 5 West
90027	Hollywood LA	SPA 4 Metro	90094	Playa del Rey LA	SPA 5 West
90028	Hollywood LA	SPA 4 Metro	90201	Bell	SPA 7 East
90029	Hollywood LA	SPA 4 Metro	90210	Beverly Hills	SPA 5 West
90031	Northeast LA	SPA 4 Metro	90211	Beverly Hills	SPA 5 West
90032	Northeast LA	SPA 4 Metro	90212	Beverly Hills	SPA 5 West
90033	East L.A. LA	SPA 4 Metro	90220	Compton	SPA 6 South
90034	West L.A. LA	SPA 5 West	90221	Compton	SPA 6 South
90035	West L.A. LA	SPA 5 West	90222	Compton	SPA 6 South
90036	West Wilshire LA	SPA 4 Metro	90230	Culver City/Ladera	SPA 5 West
90037	University LA	SPA 6 South	90232	Culver City/Ladera	SPA 5 West
90038	Hollywood LA	SPA 4 Metro	90240	Downey	SPA 7 East
90039	Northeast LA	SPA 4 Metro	90241	Downey	SPA 7 East
90040	Commerce	SPA 7 East	90242	Downey	SPA 7 East

Exhibit A-4: DCFS Service Planning Areas Cont.

**Zip Code List with Communities and Service Planning Areas**

90245	El Segundo	SPA 8	South Bay	90603	Whittier	SPA 7	East
90247	Gardena	SPA 8	South Bay	90604	Whittier	SPA 7	East
90248	Gardena	SPA 8	South Bay	90605	Whittier	SPA 7	East
90249	Gardena	SPA 8	South Bay	90606	Whittier	SPA 7	East
90250	Hawthorne	SPA 8	South Bay	90631	La Habra	SPA 7	East
90254	Beach Cities	SPA 8	South Bay	90638	La Mirada	SPA 7	East
90255	Huntington Park	SPA 7	East	90640	Montebello	SPA 7	East
90260	Lawndale	SPA 8	South Bay	90650	Norwalk	SPA 7	East
90262	Lynwood	SPA 6	South	90660	Pico Rivera	SPA 7	East
90265	Malibu	SPA 5	West	90670	Santa Fe Springs	SPA 7	East
90266	Beach Cities	SPA 8	South Bay	90701	Artesia	SPA 7	East
90270	Maywood	SPA 7	East	90703	Cerritos	SPA 7	East
90272	Pacific Palisades LA	SPA 5	West	90706	Bellflower	SPA 7	East
90274	Palos Verdes	SPA 8	South Bay	90710	Harbor City LA	SPA 8	South Bay
90275	Palos Verdes	SPA 8	South Bay	90712	Lakewood	SPA 7	East
90277	Beach Cities	SPA 8	South Bay	90713	Lakewood	SPA 7	East
90278	Beach Cities	SPA 8	South Bay	90715	Lakewood	SPA 7	East
90280	South Gate	SPA 7	East	90716	Hawaiian Gardens	SPA 7	East
90290	Calabasas	SPA 2	San Fernando	90717	Lomita	SPA 8	South Bay
90291	Venice/Mar Vista LA	SPA 5	West	90723	Paramount	SPA 6	South
90292	Venice/Mar Vista LA/Co.	SPA 5	West	90731	San Pedro LA	SPA 8	South Bay
90293	Playa del Rey LA	SPA 5	West	90732	San Pedro LA	SPA 8	South Bay
90301	Inglewood	SPA 8	South Bay	90744	Wilmington LA	SPA 8	South Bay
90302	Inglewood	SPA 8	South Bay	90745	Carson	SPA 8	South Bay
90303	Inglewood	SPA 8	South Bay	90746	Carson	SPA 8	South Bay
90304	Inglewood	SPA 8	South Bay	90747	Carson	SPA 8	South Bay
90305	Inglewood	SPA 8	South Bay	90802	Long Beach	SPA 8	South Bay
90401	Santa Monica	SPA 5	West	90803	Long Beach	SPA 8	South Bay
90402	Santa Monica	SPA 5	West	90804	Long Beach	SPA 8	South Bay
90403	Santa Monica	SPA 5	West	90805	Long Beach	SPA 8	South Bay
90404	Santa Monica	SPA 5	West	90806	Long Beach	SPA 8	South Bay
90405	Santa Monica	SPA 5	West	90807	Long Beach	SPA 8	South Bay
90501	Torrance	SPA 8	South Bay	90808	Long Beach	SPA 8	South Bay
90502	Torrance	SPA 8	South Bay	90810	Long Beach	SPA 8	South Bay
90503	Torrance	SPA 8	South Bay	90813	Long Beach	SPA 8	South Bay
90504	Torrance	SPA 8	South Bay	90814	Long Beach	SPA 8	South Bay
90505	Torrance	SPA 8	South Bay	90815	Long Beach	SPA 8	South Bay
90601	Whittier	SPA 7	East	90822	Long Beach	SPA 8	South Bay
90602	Whittier	SPA 7	East	90840	Long Beach	SPA 8	South Bay
91001	Altadena	SPA 3	San Gabriel	91325	Northridge LA	SPA 2	San Fernando

Exhibit A-4: DCFS Service Planning Areas Cont.

**Zip Code List with Communities and Service Planning Areas**

91006	Arcadia	SPA 3	San Gabriel	91326	Northwest SFV LA	SPA 2	San Fernando
91007	Arcadia	SPA 3	San Gabriel	91331	Pacoima LA	SPA 2	San Fernando
91010	Duarte	SPA 3	San Gabriel	91335	Mid-SFV LA	SPA 2	San Fernando
91011	La Canada	SPA 2	San Fernando	91340	San Fernando	SPA 2	San Fernando
91016	Monrovia	SPA 3	San Gabriel	91342	Sylmar LA	SPA 2	San Fernando
91020	La Crescenta	SPA 2	San Fernando	91343	North Hills LA	SPA 2	San Fernando
91023	Mt. Wilson	SPA 3	San Gabriel	91344	Northwest SFV LA	SPA 2	San Fernando
91024	Sierra Madre	SPA 3	San Gabriel	91345	North Hills LA	SPA 2	San Fernando
91030	South Pasadena	SPA 3	San Gabriel	91350	Santa Clarita	SPA 2	San Fernando
91040	Sunland LA	SPA 2	San Fernando	91351	Santa Clarita	SPA 2	San Fernando
91042	Tujunga LA	SPA 2	San Fernando	91352	Sunland LA	SPA 2	San Fernando
91046	Glendale	SPA 2	San Fernando	91354	Santa Clarita	SPA 2	San Fernando
91101	Pasadena	SPA 3	San Gabriel	91355	Santa Clarita	SPA 2	San Fernando
91103	Pasadena	SPA 3	San Gabriel	91356	Encino LA	SPA 2	San Fernando
91104	Pasadena	SPA 3	San Gabriel	91361	Westlake Village	SPA 2	San Fernando
91105	Pasadena	SPA 3	San Gabriel	91362	Thousand Oaks	SPA 2	San Fernando
91106	Pasadena	SPA 3	San Gabriel	91364	Woodland Hills LA	SPA 2	San Fernando
91107	Pasadena	SPA 3	San Gabriel	91367	Woodland Hills LA	SPA 2	San Fernando
91108	San Marino	SPA 3	San Gabriel	91381	Santa Clarita	SPA 2	San Fernando
91201	Glendale	SPA 2	San Fernando	91384	Santa Clarita	SPA 2	San Fernando
91202	Glendale	SPA 2	San Fernando	91401	Van Nuys LA	SPA 2	San Fernando
91203	Glendale	SPA 2	San Fernando	91402	Van Nuys LA	SPA 2	San Fernando
91204	Glendale	SPA 2	San Fernando	91403	Sherman Oaks LA	SPA 2	San Fernando
91205	Glendale	SPA 2	San Fernando	91405	Van Nuys LA	SPA 2	San Fernando
91206	Glendale	SPA 2	San Fernando	91406	Mid-SFV LA	SPA 2	San Fernando
91207	Glendale	SPA 2	San Fernando	91411	Van Nuys LA	SPA 2	San Fernando
91208	Glendale	SPA 2	San Fernando	91423	Sherman Oaks LA	SPA 2	San Fernando
91214	La Crescenta	SPA 2	San Fernando	91436	Encino LA	SPA 2	San Fernando
91301	Calabasas	SPA 2	San Fernando	91501	Burbank	SPA 2	San Fernando
91302	Calabasas	SPA 2	San Fernando	91502	Burbank	SPA 2	San Fernando
91303	Mid-SFV LA	SPA 2	San Fernando	91504	Burbank	SPA 2	San Fernando
91304	Canoga Park LA	SPA 2	San Fernando	91505	Burbank	SPA 2	San Fernando
91306	Mid-SFV LA	SPA 2	San Fernando	91506	Burbank	SPA 2	San Fernando
91307	Canoga Park LA	SPA 2	San Fernando	91601	North Hollywood LA	SPA 2	San Fernando
91311	Northwest SFV LA	SPA 2	San Fernando	91602	Studio City LA	SPA 2	San Fernando
91316	Encino LA	SPA 2	San Fernando	91604	Studio City LA	SPA 2	San Fernando
91321	Santa Clarita	SPA 2	San Fernando	91605	North Hollywood LA	SPA 2	San Fernando
91324	Northridge LA	SPA 2	San Fernando	91606	North Hollywood LA	SPA 2	San Fernando
91607	North Hollywood LA	SPA 2	San Fernando	93534	Lancaster	SPA 1	Antelope Valley
91608	Studio City	SPA 2	San Fernando	93535	Lancaster	SPA 1	Antelope Valley

Exhibit A-4: DCFS Service Planning Areas Cont.

**Zip Code List with Communities and Service Planning Areas**

91702	Azusa	SPA 3	San Gabriel	93536	Lancaster	SPA 1	Antelope Valley
91706	Baldwin Park	SPA 3	San Gabriel	93543	Littlerock	SPA 1	Antelope Valley
91711	Claremont	SPA 3	San Gabriel	93544	Llano	SPA 1	Antelope Valley
91722	Covina	SPA 3	San Gabriel	93550	Palmdale	SPA 1	Antelope Valley
91723	Covina	SPA 3	San Gabriel	93551	Palmdale	SPA 1	Antelope Valley
91724	Covina	SPA 3	San Gabriel	93552	Palmdale	SPA 1	Antelope Valley
91731	El Monte	SPA 3	San Gabriel	93553	Pearblossom	SPA 1	Antelope Valley
91732	El Monte	SPA 3	San Gabriel	93563	Valyermo	SPA 1	Antelope Valley
91733	El Monte	SPA 3	San Gabriel	93591	Lake Los Angeles	SPA 1	Antelope Valley
91740	Glendora	SPA 3	San Gabriel				
91741	Glendora	SPA 3	San Gabriel				
91744	La Puente	SPA 3	San Gabriel				
91745	Hacienda-Rowland Heights	SPA 3	San Gabriel				
91746	La Puente	SPA 3	San Gabriel				
91748	Hacienda-Rowland Heights	SPA 3	San Gabriel				
91750	La Verne	SPA 3	San Gabriel				
91754	Monterey Park	SPA 3	San Gabriel				
91755	Monterey Park	SPA 3	San Gabriel				
91765	Diamond Bar	SPA 3	San Gabriel				
91766	Pomona	SPA 3	San Gabriel				
91767	Pomona	SPA 3	San Gabriel				
91768	Pomona	SPA 3	San Gabriel				
91770	Rosemead	SPA 3	San Gabriel				
91773	San Dimas	SPA 3	San Gabriel				
91775	San Gabriel	SPA 3	San Gabriel				
91776	San Gabriel	SPA 3	San Gabriel				
91780	Temple City	SPA 3	San Gabriel				
91789	Walnut	SPA 3	San Gabriel				
91790	West Covina	SPA 3	San Gabriel				
91791	West Covina	SPA 3	San Gabriel				
91792	West Covina	SPA 3	San Gabriel				
91801	Alhambra	SPA 3	San Gabriel				
91803	Alhambra	SPA 3	San Gabriel				
93243	Gorman	SPA 1	Antelope Valley				
93510	Acton	SPA 1	Antelope Valley				
93523	Edwards AFB	SPA 1	Antelope Valley				
93532	Lake Hughes	SPA 1	Antelope Valley				

\*Communities in the City of Los Angeles are followed by "LA" and areas that include portions of City of LA and unincorporated County areas are followed by "LA/Co." Other incorporated cities and unincorporated communities are identified by name.

Exhibit A-5: Sample Formats for Monthly Reports and Invoices

SAMPLE MONTHLY ACTIVITY REPORT  
RFA Training Statistics

MONTH AND YEAR ENDING: \_\_\_\_\_

**SUMMARY:**

	<b>Series Completed</b>	<b>Number Enrolled</b>	<b>Number Attended</b>	<b>Number of Graduates</b>
<b>Language: English</b>				
<b>Language: Spanish</b>				
<b>Language: (other) please indicate:</b>				
<b>MONTHLY TOTALS</b>				

<b>Year To Date: English</b>				
<b>Year To Date: Spanish</b>				
<b>Year To Date: (other language)</b>				
<b>GRAND TOTALS</b>				

**INDIVIDUAL FACILITY MONTHLY BREAKDOWN:**

Training Facility	<b>Start</b>	<b>End</b>	<b>Number of Series</b>	<b>Number Enrolled</b>	<b>Number Attended</b>	<b>Number of Graduates</b>

**Number Enrolled:** The number enrolled represents the number of participants who signed up to take a RFA Pre-Approval series. These individuals may or may not have actually attended a module. They also may have signed up in a previous month and did not attend, or may have signed up at more than one training facility.

**Number of Graduates:** The number of graduates represents each participant who received a certificate of completion. Some of these graduates may be former participants who in the past received a temporary certificate.

Exhibit A-5: Sample Formats for Monthly Reports and Invoices Cont.

**SAMPLE MONTHLY ACTIVITY REPORT**

MONTH AND YEAR ENDING: \_\_\_\_\_

FOR:  RFA TRAINING PARTICIPANTS

- Training Site Location- Under each site list:
  1. First Name of Participant
  2. Last Name of Participant
  3. Spouse/Partner
  4. Address (Number, Street, City, Zip Code)
  5. Status (Is participant currently attending? Did participant graduate?)
  6. Total Hours Completed by Participant
- Session Language (English, Spanish, etc.)
- Session Start Date
- Session End Date

<b>Training Site:</b>			<b>Session Language:</b>		
<b>Session Start Date:</b>			<b>Session End Date:</b>		
Participant First Name	Participant Last Name	Spouse/ Partner	Address	Status	Total Hours Completed
<b>Training Site:</b>			<b>Session Language:</b>		
<b>Session Start Date:</b>			<b>Session End Date:</b>		
Participant First Name	Participant Last Name	Spouse/ Partner	Address	Status	Total Hours Completed

**RESOURCE FAMILY APPROVAL ASSISTANCE:**

Training Facility/Venue	Date	Number Enrolled	Number Attended	Number of Completions
<b>MONTHLY TOTALS</b>				



# FYI FYI FYI FYI

F O R Y O U R I N F O R M A T I O N

DATE: 03/02

## QUALITY OF LIFE STANDARDS FOR CHILDREN IN OUT-OF-HOME CARE

This release is a guide to help Children's Social Workers in ongoing assessment of quality of life issues for children and youth in out-of-home care. Children Social Workers are asked to review the following quality of life standards with their children and caregivers at the time of placement and to utilize these standards in selecting and monitoring children in out-of-home care placement.

There are times when families are unable to provide a safe environment for children and the Department of Children and Family Services (DCFS) will provide an out-of-home care placement. **DCFS has the responsibility to ensure that such out-of-home care placements are in a safe, temporary home that will provide the support necessary for the child's optimum growth and development.** Placement shall be in the least restrictive, most family-like setting consistent with the best interests and special needs of the child. It is also the responsibility of DCFS to ensure that all out-of-home care providers maintain the highest level of all standards and services detailed in Community Care Licensing regulations, California Code provisions, foster care contracts and/or placement agreements.

### Health and Safety

The caregiver shall maintain a clean, healthy and safe home in compliance with Title 22 regulations.

### Medical, Dental and Psychiatric Care

Caregivers shall meet the medical needs of the placed child in accordance with the Child Health Disability Prevention Program, Medi-Cal program and Community Care Licensing regulations. The caregiver shall be responsible for facilitating any needed medical, dental and/or psychiatric care for children in out-of-home care.

The Children's Social Worker shall provide the caregiver with the child's Medical and Educational Passport at the time of placement. The caregiver shall maintain the child's Passport updating with relevant information regarding all medical needs identified and services provided, including doctor visits, testing, treatment and immunizations. The caregiver shall provide the updated Passport to the Children's Social Worker at the time the child departs the placement.



If you have any questions regarding this release please e-mail your question to:

[Policy@dcfs.co.la.ca.us](mailto:Policy@dcfs.co.la.ca.us)

## Exhibit A-6: Quality of Life Standards FYI 02-08 Cont.

### Education

The Children's Social Worker will provide the caregiver with the child's Medical and Educational Passport at the time of placement. The caregiver shall maintain the child's Passport updating the relevant information regarding school placement, attendance and performance, academic achievement and, where applicable, an Individual Education Plan (IEP) and/or special education services provided.

The caregiver shall communicate with and work with the school in meeting the educational needs of the placed child in accordance with the needs and services plans and court orders.

### Setting Goals and Objectives/Emancipation Planning

The caregiver agrees to provide opportunities to teach the placed child how to set short-term and long-term goals and objectives appropriate to the development of the child. The caregiver shall discuss possible short-term and long-term goals and objectives with the placed child as it relates to his/her needs and services plan, career plans, strengths and interests and educational possibilities to prepare youth for emancipation and adulthood.

### Self Esteem

It is the expectation that our caregivers adhere to the Foster Youth Bill of Rights as provided by the California Youth Connection and codified in section 16001.9 of the Welfare and Institutions Code. As part of the needs and services plan, planned activities schedule, and independent living plan, the caregiver shall provide opportunities to encourage the development of the placed child's self esteem and cultural awareness.

### Childhood Memories

The caregiver shall encourage and assist each child in creating and updating a life book/photo album. The life book/photo album shall consist of, but not limited to photographs and other items that relate to childhood memories. The caregiver should encourage and assist each child in updating the life book on a regular basis.

### Quality of Life Guidelines

In assuring that children and youth in out-of-home care receive the highest quality of care and are enjoying a high quality of life, it is suggested that Children's Social Workers use the following guidelines in assessing quality of life of children and youth in out-of-home care placements.

1. Are the child's personal rights respected? Is s (he) treated with dignity and respect?
2. Is the child placed in the community, or adjacent, to the community where he/she normally lives?
3. Does the child have a sibling in placement, and if so, are they or could they be placed together?
4. Is the child's clothing the correct size and age appropriate? Does the child have sufficient clothing for special occasions?
5. Are the child's meals sufficient, nutritious, varied, and appealing?
6. Is the child succeeding in school? If not, is the child receiving services to enable success?
7. Does the child have the opportunity to participate in extracurricular activities or enrichment programs? Are the child's friends allowed to visit?
8. Does the child receive the sporting equipment necessary (within reason) to participate in desired activities?

## Exhibit A-6: Quality of Life Standards FYI 02-08 Cont.

9. Is the child transported to social events, job, after-school activities, etc.?
10. Does home provide a stimulating and enriching environment including but not limited to, age-appropriate toys, books, and reference materials (encyclopedias, dictionaries, computer programs)?
11. Is the child offered appropriate therapeutic intervention related to behavior, abuse, or his/her family of origin issues?
12. Does the child receive a regular allowance?
13. Does caregiver actively participate in facilitating contact/visitation with family members as deemed appropriate by court order?
14. Does the child have reasonable access to a telephone? Does the child have sufficient privacy to converse with his or her attorney, CSW, or Court-Appointed Special Advocate (CASA), as appropriate?
15. Is the child given the opportunity to participate in worship or religious services and activities of his/her choice?
16. Are any behavior restrictions and/or assigned chores appropriate to the child's age, maturity level and emotional development?
17. If needed, is the youth offered appropriate services and transportation related to substance abuse or other at-risk behavior?
18. If youth is 14 or older, is emancipation planning being addressed?

Exhibit A-7: RFA Training Curriculum Learning Objectives

**RFA TRAINING CURRICULUM  
LEARNING OBJECTIVES**

*Resource Family Approval Training  
Curriculum Learning Objectives*

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***OUTCOMES of Training for Potential Resource Parents***

Outcomes for participants:

- 1 Participants will learn important concepts about child development and the impact of abuse and neglect on normal development.
- 2 Participants will explore the impact of loss and grieving.
- 3 Participants will develop skills to identify children's needs and to understand the issues that affect attachment for children in foster or adoptive care.
- 4 Participants will assess their willingness and ability to teach children who have been abused or neglected how to manage their own behavior.
- 5 Participants will examine the importance of birth families and cultural heritage.
- 6 Participants will gain a working knowledge of the Department of Children and Family Services.
- 7 Participants will learn the preparation and selection process for Foster and Adoptive families.
- 8 Participants will gain an empathic understanding of children in the foster care system.
- 9 Participants will explore their own strengths and needs through focus on partnerships and building alliances.
- 10 Participants will gain an understanding of the impact of fostering and adopting.

## **RESOURCE FAMILY APPROVAL TRAINING OUTLINE**

Pre-Approval Hours: 12 Hours, 4 Meetings

### **MEETING 1: Overview of DCFS – What we need from them and their experience.**

- Roles and Responsibilities of Resource Parents
- Mandated Reporting
- Risk and Safety
- How families come in contact with DCFS
- Personal Rights
- Rules of Road and Confidentiality

### **MEETING 2: “Family Matters” – Provide them with the elements of what brought child and family into the system.**

- Core Practice Model
- Relationships with Birth Parents (Boundaries and/or Strong Connections)
- Permanency Options and Concurrent Planning
- Visitation Pros and Cons

### **MEETING 3: “Trauma and Healthy Living”**

- Developmental Milestones
- Psychotropic Medication and Healthy Services
- Impact: Trauma \* Loss and Grief \* Attachment
- Discipline

### **MEETING 4: Education and Identity**

- Educational Rights
- Self-esteem/ Self-concept
- Culture (Family)
- LGBTQ
- Bullying (Bias)
- Celebration/Recognition

**RFA PRE-PLACEMENT TRAINING: 8 HOURS TOTAL**

- Pyramid of Hate-Anti-defamation League
- Breaking the Silence Video
- Struggling for Identity Video
- 5 Connections Activity
- Reasons Feeling Behaviors
- CSEC
- Self-care
- Family Dynamics (Eco Map)
- Attachment and Connections
- Picture exercise
- Managing Behaviors
- Regulating Behaviors
- Trauma (Invisible Suitcase)
- Maslow's hierarchy of needs
- Cycle of needs
- Updated Laws (Birth to College)
- Assess Strengths/Needs

**FOSTER FAMILY AGENCY/DCFS**

**PROSPECTIVE RESOURCE PARENT TRAINING FINAL EVALUATION FORM**

Trainer(s): \_\_\_\_\_

Date of Classes: \_\_\_\_\_ Location: \_\_\_\_\_

Applicant Name: \_\_\_\_\_

Was applicant on time to classes?  Yes  No Did applicant stay for whole classes?  Yes  No

**Check all that apply:**

**I. Participation**

- Positive participation
- Limited participation
- No participation
- Over participated – did not allow others to answer questions, monopolizing the class

- Lacks understanding of application process
- Seems to have language barrier – unsure if able to understand class

**II. Attention During Class**

- Attentive during class
- Limited attention during class – read other materials, used cell phone, took multiple breaks, slept
- Asked thoughtful questions
- Repeatedly asked questions off topic

**V. Parenting Skills/Judgment**

- Demonstrated good parenting knowledge/skills
- Concern(s) about parenting skills/ability
- Applicant’s own discipline practice/philosophy conflicts with agency philosophy/policy
- Demonstrated good common sense
- Poor boundaries observed

**III. Behavior**

- Demonstrated positive social/interpersonal skills
- Demonstrated poor social/interpersonal skills
- Disrespectful to instructor(s)
- Disrespectful to other classmates
- Argumentative during class
- Demonstrated out of the ordinary behavior during class – describe: \_\_\_\_\_

**VI. New Information Obtained**

- Family history issue(s) identified
- Physical plant issue(s) identified
- Financial concern(s) identified
- Applicant disclosed other new concerning information: \_\_\_\_\_

**IV. Understanding of Materials/Information**

- Good understanding of class materials/information
- Does not seem to understand materials/information

**VII. Other**

- Unrealistic expectations
- Demonstrated good paperwork skills
- Needs high level of help with paperwork
- Applicant is not in agreement with agency rule/policy – explain: \_\_\_\_\_



Comments: \_\_\_\_\_

\_\_\_\_\_

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Follow-up needed: \_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Trainer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**FOSTER FAMILY AGENCY/DCFS**

**PROSPECTIVE RESOURCE PARENT TRAINING INTERIM EVALUATION FORM**

Trainer(s): \_\_\_\_\_

Date of Class: \_\_\_\_\_ Location: \_\_\_\_\_

Training Session Topic(s): \_\_\_\_\_

Applicant Name: \_\_\_\_\_

Was applicant on time to class? Yes No Did applicant stay for whole class? Yes No

**During training, did any of the following areas stand out relative to the prospective resource parent?**

**Participation/Attention During Class/Behavior:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Understanding of Materials/Information:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Parenting Skills/Judgment:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Other Comments:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Follow-up needed:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Trainer Signature: \_\_\_\_\_ Date: \_\_\_\_\_