The Department of Children and Family Services (DCFS) and the Probation Department (Probation) request the Board’s approval of an 18-month contract extension in three six-month renewal options with Education Specialist Services 4 KIDS, LLC (ESS4K) for the provision of services to administer and oversee the Education Advocacy, Liaison, and Intervention Services (Education Advocacy) program.

SUBJECT

December 17, 2019

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

Dear Supervisors:

REQUEST TO APPROVE AN 18 MONTH CONTRACT EXTENSION FOR EDUCATION ADVOCACY, LIAISON AND INTERVENTION SERVICES (ALL DISTRICTS) (3 VOTES)

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of DCFS, or his designee, and the Chief Probation Officer, or her designee, to execute a contract extension amendment, substantially similar to Attachment I, with ESS4K to provide Education Advocacy, Liaison and Intervention Services for foster and at-risk youth. The term of the contract extension will be effective January 1, 2020 to June 30, 2020 for the first of three six-month renewal options for a total of 18 months if necessary to complete the solicitation of a new contract. The Annual Contract Sum is $3,359,000. DCFS will contribute $1,092,000 for each six-month option, funded by 100 percent 2011 State Realignment funds. Probation will contribute $587,500 for each six-month option, funded by 50 percent ($293,750) Federal funds, eight percent ($47,000) State funds, and 42 percent ($246,750) net County cost (NCC). Each six-month option is contingent upon available funds. Sufficient funding is included in the Fiscal Year 2019-2020 Budget. The extension is contingent upon California Department of Social Services’ approval.

2. Delegate authority to the Director of DCFS, or his designee, and the Chief Probation Officer, or her
designee, to extend the contract term by written notice for each of the two six-month optional renewal periods, if such additional time is necessary to complete the negotiation or solicitation of a new contract. Approval from County Counsel will be obtained prior to extending the contract term, and the DCFS Director, or his designee, will notify the Board and the Chief Executive Office (CEO) in writing within 10 business days after extension.

3. Delegate authority to the Director of DCFS, or his designee, and the Chief Probation Officer, or her designee, to terminate their interest in the contract after the initial six-month extension, if the necessary funding is not available to continue services.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended actions will allow ESS4K to supply the services of education advocates to assist Children’s Social Workers (CSW) and Deputy Probation Officers (DPO), parents, caregivers, youth, Education Rights Holder, and authorized DCFS staff with navigating the educational system in Los Angeles County and to assist school staff with navigating DCFS, the child welfare system, and the Juvenile Justice System. The Education Specialists are professional educators brought in to address the more challenging aspects of our youth’s educational needs, such as disciplinary actions without due diligence (expulsions and suspensions), special education challenges, advocacy in Individual Education Program meetings, enrollment disputes and denials, right to remain in their school-of-origin, credit recovery, etc. They know education law and code specific to foster youth, of which many schools are unaware, due to the foster youth population typically being only one percent of a school’s population. These services ensure that the educational needs and rights of youth under the supervision of DCFS or Probation, either voluntarily or by court jurisdiction, are addressed and that they receive and have access to academic assistance, educational resources, programs, services, and benefits.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the Countywide Strategic Plan Goal Number I – Strategy I.1.4, Support Educational Outcomes for Systems-Involved Youth. The County’s Education Coordinating Council partners with local school districts, Los Angeles County Office of Education, the Juvenile Court, DCFS, and Probation to work towards improving educational outcomes for systems-involved youth by using Local Control Accounting Plans and incorporating other available supports.

FISCAL IMPACT/FINANCING

The Maximum Contract Sum for the 18-month contract extension is $5,038,500. The cost of the Contract extension for the six-month term plus two six-month optional renewal terms is $5,038,500, if all options to extend is exercised. DCFS will contribute $1,092,000 for each six-month option financed using 100 percent 2011 State Realignment funds. Probation will contribute $587,500 for each six-month option financed using 50 percent ($293,750) Federal funds, eight percent ($47,000) State funds, and 42 percent ($246,750) NCC. Sufficient funding is included in the Department’s Fiscal Year 2019-2020 budget request and will be included for subsequent fiscal years in DCFS’ future budget requests.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS
California’s enactment of the Local Control Funding Formula which provides funding and holds school districts accountable for the progressive educational improvement of foster youth provides the County of Los Angeles, DCFS and Probation an opportunity to support school districts in their efforts through the required Local Control Accountability Plans (LCAP) to be successful. The district LCAP require: goals for foster youth, actions the district will take to achieve these goals, and the associated expenditures. The Education Advocacy, Liaison and Intervention Services Program is being established by DCFS and Probation, in part, to partner with school districts to work together to support the educational success of each foster or justice-involved youth.

Probation is partnering with DCFS on the Education Advocacy, Liaison, and Intervention Services Program in order to provide comprehensive educational advocacy and support to Probation youth residing in the community who are at risk of entering out-of-home placement or camp. DCFS has provided similar services via independent contractors since 2007. In the last two fiscal years, on average 2,500 referrals were received and serviced each year by Education Consultants serving all 19 regional offices. Approximately 30 percent or 750 of the total referrals were 241.1 MDT referrals which required developing a written education assessment. Probation currently serves approximately 6,000 youth in the community.

DCFS has determined that the Living Wage Program (County Code Chapter 2.201) does not apply as the service is of an extraordinary professional or technical nature. The Local Small Business Enterprise Preference Program (County Code Chapter 2.204) does not apply to this contract.

Probation has reviewed and approved the contract amendment.

The contract is in compliance with all Board and CEO requirements. County Counsel and the CEO have reviewed this Board letter. County Counsel approved the contract amendment as to form.

**CONTRACTING PROCESS**

The Department utilized a Request for Proposals solicitation process to seek an agency to provide Education Advocacy, Liaison and Intervention Services to cover the 20 DCFS regional offices and the five Probation District offices located throughout Los Angeles County.

Four proposals were evaluated for compliance with minimum requirements and were evaluated and scored by a team of qualified managers based on prospective contractors’ knowledge of the required services as specified in the Statement of Work. Selection and evaluation included whether proposals were responsive and beneficial to the County and were evaluated using the Informed Averaging Scoring Methodology. ESS4K submitted a proposal, received the highest average total score, thus was recommended for the contract award.

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

Approval of the recommended action will enable DCFS and Probation to provide CSWs/DPOs with Education Specialist to advocate to schools on behalf of DCFS and Probation children on all issues pertaining to education in all Supervisorial Districts.

**CONCLUSION**
Upon approval by the Board of Supervisors, it is requested that the Executive Officer/Clerk of the Board send an adopted stamped copy of the Board letter and attachment to:

Department of Children and Family Services
Contracts Administration Division
Attention: Leticia Torres-Ibarra, Manager
425 Shatto Place, Room 400
Los Angeles, CA 90020

Respectfully submitted,

Bobby D. Cagle
Director

BDC:KRLTI:TN

Enclosures

The Honorable Board of Supervisors
12/17/2019
Page 4

Respectfully submitted,

Bobby D. Cagle
Director

Terri L. McDonald
Chief Probation Officer

BDC:KRLTI:TN

Enclosures
AMENDMENT NUMBER TWO

CONTRACT NUMBER 17-0047

WITH

EDUCATION SPECIALIST SERVICES 4 KIDS, LLC

FOR

EDUCATION ADVOCACY, LIAISON AND INTERVENTION SERVICES
AMENDMENT NUMBER TWO
EDUCATION ADVOCACY, LIAISON AND INTERVENTION SERVICES
CONTRACT NUMBER 17-0047

This Amendment Number Two ("Amendment") to Education Advocacy, Liaison and Intervention Services Contract ("Contract") with EDUCATION SPECIALIST SERVICES 4 Kids, LLC, is made and entered into by and between the County of Los Angeles ("COUNTY"), and EDUCATION SPECIALIST SERVICES 4 KIDS, LLC ("CONTRACTOR"), on this _____ day of __________, 2019.

WHEREAS, COUNTY and CONTRACTOR are parties to the Contract adopted by the Board of Supervisors on May 29, 2018, and CONTRACTOR has been providing Education Advocacy, Liaison and Intervention Services to the COUNTY; and

WHEREAS, the purpose of this Amendment is to extend the contract for six months effective January 1, 2020 through June 30, 2020, and;

WHEREAS, another purpose of this Amendment is to modify Exhibit A – Statement of Work of the Contract; and;

WHEREAS, this Amendment is prepared pursuant to the provisions set forth in Standard Terms and Conditions, Section 8.1, Amendments;

NOW, THEREFORE, in consideration of the foregoing and mutual consent herein contained, COUNTY and CONTRACTOR hereby agree to amend the Contract as follows:

1. Exhibit A – Statement of Work is deleted in its entirety, and replaced with Attachment II to this Amendment Number Two.

2. Standard Terms and Conditions, Section 4.0 Term of Contract, Subsection 4.1.2 is added to read as follows:

4.1.2 The term of this Contract is extended for a six-month period, beginning on January 1, 2020, and continuing through June 30, 2020, unless terminated earlier or extended, in whole or in part, as provided in this Contract.

3. Standard Terms and Conditions, Section 5.0, Contract Sum, Subsection 5.1.2 is added to read as follows:

5.1.2 The Maximum Contract Sum for the contract period of January 1, 2020, through June 30, 2020, shall not exceed $1,679,500.

ALL OTHER TERMS AND CONDITIONS OF THIS CONTRACT SHALL REMAIN IN FULL FORCE AND EFFECT.
IN WITNESS WHEREOF, the Board of Supervisors of the COUNTY of Los Angeles has caused this Amendment Number Two to be subscribed on its behalf by the Director of the Department of Children and Family Services and the Chief Probation Officer of the Probation Department and the CONTRACTOR has caused this Amendment Number Two to be subscribed on its behalf by its duly authorized officer(s) as of the day, month and year first above written. The person(s) signing on behalf of the CONTRACTOR warrant(s) under penalty of perjury that he or she is authorized to bind the CONTRACTOR in or to this Contract.

COUNTY OF LOS ANGELES

By: ____________________________
   Bobby D. Cagle, Director
   Department of Children and Family Services

By: ____________________________
   Terri McDonald
   Chief Probation Officer
   Probation Department

CONTRACTOR

Education Specialist Services 4 KIDS, LLC

By: ____________________________

Name: __________________________
Title: __________________________

By: ____________________________

Name: __________________________
Title: __________________________

________________________________
   Tax Identification Number

APPROVED AS TO FORM
BY THE OFFICE OF THE COUNTY COUNSEL
Mary C. Wickham, County Counsel

By: ____________________________
   David Beaudet, Senior Deputy County Counsel
ATTACHMENT II

STATEMENT OF WORK

COUNTY OF LOS ANGELES

DEPARTMENT OF CHILDREN AND FAMILY SERVICES

AND

PROBATION DEPARTMENT

EDUCATION ADVOCACY, LIAISON AND
INTERVENTION SERVICES
# EDUCATION ADVOCACY, LIAISON AND INTERVENTION SERVICES
## STATEMENT OF WORK

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### STATEMENT OF WORK EXHIBITS
- Exhibit A-1 Performance Requirements Summary
- Exhibit A-2 Pricing Schedule
- Exhibit A-3 Line Item Budget and Narrative
- Exhibit A-4 Education Assessment Report
- Exhibit A-5 AB 490 and AB 1933 Summary
- Exhibit A-6 Invoice – DCFS
- Exhibit A-7 Invoice – Probation
EDUCATION ADVOCACY, LIAISON AND INTERVENTION SERVICES

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, efficient 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 community and contracting agencies.
SECTION B – PROJECT FOUNDATION

2.0 BACKGROUND

California’s recent enactment of the Local Control Funding Formula (LCFF) which provides funding and holds school districts accountable for the progressive educational improvement of foster youth provides the County of Los Angeles, Department of Children and Family Services (DCFS) and the Department of Probation (Probation) an opportunity to support school districts in their efforts through the required Local Control Accountability Plans (LCAP) to be successful. The district LCAP require: goals for foster youth, actions the district will take to achieve these goals and the associated expenditures. The Education Advocacy, Liaison and Intervention Services Program is being established by DCFS and Probation, in part, to partner with school districts to work together to support the educational success of each foster or justice-involved youth.

Probation is partnering with DCFS on the Education Advocacy, Liaison and Intervention Services Program in order to provide comprehensive educational advocacy and support to Probation youth residing in the community who are at risk of entering out-of-home placement or Camp. DCFS has provided similar services detailed in this RFP via independent contractors since 2007. There are approximately 25,000 DCFS youth eligible to receive Education Advocacy services. In the last two fiscal years 2013/2014 and 2014/2015, on average 2,500 referrals were received and serviced each year by 13 Education Consultants serving all 19 offices. Approximately 30 percent or 750 of the total referrals were 241.1 MDT referrals which required developing a written education assessment. Probation did not provide similar services in the past but it can be assumed the same workload can be expected. Probation currently serves approximately 6,000 youth in the community.

The Education Advocacy, Liaison and Intervention Services (Education Advocacy) Program, utilizes a firm to supply the services of education experts (Education Specialists) to assist Children’s Social Workers (CSWs), Deputy Probation Officers (DPOs), parents, caregivers, youth, Education Rights Holder, and authorized DCFS staff with navigating the educational system in Los Angeles County and to assist school staff with navigating DCFS, the child welfare system, and the Juvenile Justice System. These services ensure the educational needs and rights of youth under the supervision of DCFS or Probation, either voluntarily or by court jurisdiction, are addressed and that they receive and have access to, academic assistance, educational resources, programs, services, and benefits. The purpose of this contract is to ensure CSWs, DPOs, parents, caregivers, youth, Education rights Holder and authorized DCFS or Probation staff receives appropriate services and resources for the benefit and academic success of children under DCFS or Probation supervision, including WIC 241.1 youth throughout the County of Los Angeles.

Assembly Bill 490 (2004) (AB 490) created new rights and duties related to the education of foster youth, some of which were expanded by later laws including
AB 81, AB 12, AB 1933, SB 1353, AB 709, SB 578, AB 1573, SB 121, SB 1088, SB 1568, the Federal Fostering Connections to Success and Increasing Adoptions Act of 2008 and the Federal Uninterrupted Scholars Act, AB 643, AB 167/216, and AB 2276.

The guiding principles establish legislative intent that foster youth are ensured access to the same opportunities to meet academic achievement standards to which all students are held. Students in foster care must have access to the same academic resources, services, and extracurricular and enrichment activities that are available to all youth. All educational and school placement decisions must be based on the child’s best interests and consider, among other factors, educational stability and the least restrictive educational setting necessary to achieve academic progress.

3.0 DEFINITIONS

The following words defined for this Statement of Work (SOW) are for reference only and are not intended to solely define the scope of any provision herein. The following words and phrases shall be construed to have the meanings described in this section, unless otherwise apparent from the context in which they are used.

3.1 California English Language Development Test (CELDT) – shall mean the test administered by California school districts that measures how well a student can listen, speak, read, and write in English. Any student who lives in a home where a language other than English is spoken must take the test within 30 calendar days after enrolling in a California public school for the first time. California state law requires that the CELDT be given each year to English Learners (students who do not speak English fluently). The purpose of this test is to: 1) identify new students in kindergarten through grade 12 who are English Learners; 2) monitor student progress in learning English; and 3) help decide when a student is fully proficient in academic English.

3.2 Child and Family Team (CFT) – shall mean a group of individuals, as identified by the family, and convened by DCFS, who are engaged through a variety of team-based processes to identify the strengths and needs of the child or youth and his or her family, to help achieve positive outcomes for safety, permanency, and well-being.

3.3 Child Safety – shall mean freedom from abuse and neglect.

3.4 Children’s Social Worker (CSW) – shall mean the Social Worker employed with the Department of Children and Family Services (DCFS) managing caseloads of children who are under the supervision and custody of DCFS.

3.4.1 241.1-CSW – shall mean the DCFS Children’s Court CSW who serves as the liaison between DCFS/Dependency Court and
Statement of Work

Probation/Delinquency Court, the Department of Mental Health (DMH), the DCFS Education Specialists and other involved parties throughout the 241.1 Multi-Disciplinary Team (MDT) process.

3.5 **Corrective Action Plan** – shall mean the written plan to correct Contract performance deficiencies that is prepared by the Contractor and submitted in response to the County Program Manager addressing such deficiencies with Contractor. The County Program Manager may prepare a Corrective Action Plan, or any written plan to correct Contract performance deficiencies if Contractor does not submit a Corrective Action Plan.

3.6 **County Program Manager (CPM)** – shall mean the County representative responsible for daily management of the Contract operation and the oversight of monitoring activities, compliance with the requirements of the Contract, and the delivery of services.

3.7 **241.1 Youth** – shall mean youth who are under the jurisdiction of a child welfare agency who then enter into the delinquency system by committing a crime and are now receiving services from both the child welfare and juvenile justice systems, pursuant to Welfare and Institutions Code 241.1 (WIC 241.1).

3.8 **Deputy Probation Officer (DPO)** – shall mean the Probation Officer employed with the Probation Department (Probation) managing caseloads of youth who are under the supervision and custody of Probation.

3.9 **Detained 241.1 Youth** – shall mean youth who have been detained and placed in custody because of the serious nature of their crimes. The cases of these youth must be heard by the Delinquency Court within three days.

3.10 **Documentation and Assessment Meeting** – shall mean the meeting in which the members of the Multidisciplinary Team (MDT) convene to share information from their discipline about the youth to make informed decisions and appropriate recommendations to the Delinquency Court regarding the youth’s case.

3.11 **Education Rights Holder** – shall mean the parent, legal guardian or court appointed adult who is legally responsible to make decisions for the child related to the child’s school and education. In cases of legal separation, divorce, or child custody matters, the legal custody status must be reviewed to determine if one or both of the parents hold the education rights.

3.12 **Foster Youth** – for purposes of this contract shall be defined as youth under the voluntary or court jurisdiction of DCFS regardless of where the youth is living.

3.13 **Individualized Education Program (IEP)** – shall mean both the meeting and document that sets forth what services a child found to be eligible for
special education is to receive. It is developed by a team of education professionals, school psychologists, and the child’s parent(s) or Education Rights Holder. These individuals must attend the meeting and sign the IEP document authorizing its implementation. The IEP is reviewed and updated yearly and/or as needed, and documents the child’s status and progress.

3.14 **Local Education Agency (LEA)** – shall mean a school district, county office of education, or charter school participating as a member of a Special Education Local Plan Area (SELP). SELPAs are consortia of educational agencies formed to serve the special education needs of children residing within their boundaries.

3.15 **241.1 Multidisciplinary Team (MDT)** – shall mean the group of individuals, each trained in a different profession or service discipline, who are called together to draw upon their collective experience and training to address a mutual client or issue. Members of the MDT include the 241.1 CSW, the youth’s Deputy Probation Officer (DPO), the youth’s CSW, the Education Specialist, and a DMH representative. The minor’s attorney may attend to provide information, but will be asked to leave before discussions begin.

3.16 **Non-Public School (NPS)** – shall mean the private, nonpublic, nonsectarian school that enrolls individuals with exceptional needs, pursuant to an Individualized Education Plan (IEP). It must be certified by the Department of Education and meet certain standards set by the Superintendent and Board of Education (EC 56034). These schools provide an environment to help youth that are struggling academically, behaviorally, and socially.

3.17 **Probation Youth** – for purposes of this contract, shall be defined as youth under the court jurisdiction of Probation regardless of where the youth is living.

3.18 **School of Origin** – shall mean the school in which the child attended prior to detention, enrolled in prior to replacement, or attended within the immediately preceding 15 months to which the youth/NMD feels connected.

3.19 **Special Education** – shall mean the practice of educating students with special needs in a way that addresses their individual differences and needs. Ideally, this process involves the individually planned and systematically monitored arrangement of teaching procedures, adapted equipment and materials, accessible settings, and other interventions designed to help learners with special needs achieve a higher level of personal self-sufficiency and success in school and community than would be available if the student were only given access to a typical classroom education.

3.20 **Student Study or Success Team (SST)** – SST is a function of regular education, not special education, and is governed by school district policy
rather than federal or state law. Schools cannot require parents to have an SST prior to an IEP or referral for special education assessment. Students struggling in school may be referred to an SST. An SST can be the first step towards determining whether a student needs special education services.

3.21 **Well-Being** – shall mean ensuring that the educational needs and rights of foster youth are addressed.

### 4.0 COUNTY’S RESPONSIBILITIES

4.1 DCFS and Probation shall designate a County Program Manager (CPM) to coordinate the delivery of the services of this Contract with the Contractor’s Project Manager.

4.2 The CPM will oversee Contractor’s performance in the general operation of this Contract.

4.3 The CPM is the primary point of contact and shall provide guidance to the Contractor’s Project Manager in areas relating to DCFS and Probation policy, information and procedural requirements.

4.4 The CPMs contact with the Contractor will be limited to the business aspects of the Contract, i.e. invoicing. All other matters shall be addressed between the CPM and Contractor’s Project Manager.

4.5 County will provide work space in a Regional office as determined by the County.

4.6 The CPMs are identified below and in Exhibit E:

   County of Los Angeles  
   Department of Children and Family Services  
   425 Shatto Place, Fifth Floor  
   Los Angeles, CA 90020  
   Attention: Education Advocacy Program Manager

   and

   County of Los Angeles  
   Probation Department  
   8300 South Vermont Avenue, 3rd Floor  
   Los Angeles, CA 90044  
   Attention: Title IV-E Waiver Manager

4.7 County will provide DCFS Contractor Identification badges to the Education Specialists assigned to their offices.
5.0 CONTRACTOR’S GENERAL RESPONSIBILITIES

5.1 Contractor shall ensure that Education Specialists are never to be alone with any youth under the jurisdiction of DCFS or Probation.

5.2 Contractor shall ensure that only those persons whose credentials are, or were issued by, the Certification, Assignment and Waivers Division of the California Commission on Teacher Credentialing, as set forth in the California Education Code and the California Code of Regulations, Title 5, are to provide Education Specialist services required in this SOW.

5.3 Contractor shall maintain an office with a working telephone and e-mail address in the company’s name where Contractor conducts its business and staffed with at least one employee who can respond to inquiries and complaints.

5.4 Contractor shall be available during normal business hours, 8:00 A.M. to 5:00 P.M., Monday through Friday, except County holidays, to provide services to DCFS Children’s Social Workers, DPOs, Regional Office and Administrative staff, as well as parents, caregivers, youth, Education Rights Holder and school or district staff.

5.4.1 Contractor shall encourage its staff to align their request to take time off with school breaks.

5.5 Contractor’s staff assigned to regional offices are to be in their assigned office during normal business hours, 8:00 A.M. to 5:00 P.M., Monday through Friday, except County holidays, to provide services to DCFS CSWs, Probation DPOs, Regional Office and Administrative staff, as well as parents, caregivers, youth, Education Rights Holder and school or district staff: unless engaged in educational services such as SST, IEP, CFT, 504, 241.1 MDT meetings, Manifestation Determination hearing, etc. at a school campus, hospital, court or another County approved location on behalf of one of our youth.

5.6 County holidays are as follows:

- New Year’s Day
- Martin Luther King’s Birthday (Third Monday in January)
- Presidents’ Day (Third Monday in February)
- Cesar Chavez Day (Last Monday in March)
- Memorial Day (Last Monday in May)
- Independence Day
- Labor Day (First Monday in September)
- Columbus Day (Second Monday in October)
- Veterans Day
- Thanksgiving Day (Fourth Thursday in November)
Day after Thanksgiving (Friday after Thanksgiving)  
Christmas Day

5.7 Contractor is expected to work within the current online DCFS Education Specialist Referral System where its staff can securely log onto a web-based referral system to receive referrals from CSWs and authorized DCFS staff. Contractor is also expected to work within the PAUR system where its staff can receive referrals from DPOs and authorized Probation staff.

5.8 Contractor shall furnish its staff with all equipment and proper supplies to comply with the requirements of this Contract, including, but not limited to cell phones, computers, software, and Internet access.

5.9 Contractor shall ensure County emails and documents are only accessed through County issued and vendor issued computers, laptops, and cellphones. Contractor and staff members are not permitted to access County information with their personal equipment.

5.10 Contractor’s staff shall not perform services hereunder while under the influence of any alcoholic beverage, medication, narcotic, or other substance, which might impair the Contractor’s physical or mental performance.

5.11 Contractor shall inform the appropriate CPM should any of its staff or staff person’s immediate family members become or are the subject of a DCFS referral or case; or become or are currently under the jurisdiction of the Probation Department.

5.12 Contractor shall return to CPM any DCFS Contractor Identification badges and keycards issued within ten business days upon termination of staff employment.

5.13 Contractor shall not utilize County facilities, workspace, or printers to conduct Contractor business.

6.0 CONTRACTOR’S STAFF

6.1 General Staff Requirements
Contractor shall be responsible of securing and maintaining staff that meet the minimum qualifications, experience, and expertise, as specified herein, to provide the services in accordance with this Contract.

6.1.1 Contractor shall ensure that criminal clearances and background checks have been conducted for its staff and its sub-contractors’ staff prior to providing Contract services.
6.1.1.1 Contractor staff which does not pass security background investigations shall not be allowed to perform work under this Contract.

6.1.1.2 Contractor shall maintain copies of all Criminal Record Statement (LIC 508B Form), and shall provide copies to County at the request of the CPM.

6.1.1.3 Contractor shall have a policy that their staff is required to immediately self-report any arrest or subsequent arrest or conviction (excluding minor traffic offenses), and any child welfare involvement of self or immediate family members prior to hiring in order to avert not passing the criminal clearances and background checks as well as during the course of employment. Any reports shall be disclosed to the CPM immediately.

6.1.2 Contractor shall obtain and maintain written verification of the required degrees and licenses for its professional staff, including verification for staff with foreign degrees that meet the requirements of a U.S. Secretary of Education authorized accrediting agency.

6.1.3 Contractor staff shall be able to read, write, speak, and understand English in order to conduct business with the County. The ability to read, write and understand other languages may apply as specified herein.

6.1.4 Contractor staff shall have the ability to travel throughout the County of Los Angeles and neighboring counties (Ventura, Kern, Santa Barbara, San Bernardino, Orange, Riverside and San Diego) via personal or Contractor-provided transportation.

6.1.4.1 Contractor staff shall have a valid California Driver’s License. Contractor staff must own, or have access to, a street-legal motor vehicle or other means of transportation.

6.1.4.2 Contractor shall maintain copies of staff’s current driver’s licenses, vehicle registration, and proof of automobile insurance, to be made available to DCFS or Probation upon request.

6.1.5 Contractor shall ensure its staff stays current with all new education codes and laws specific to youth in Dependency and Delinquency Care and has knowledge of AB 490, specifically the 12 key provisions to the Act and how each provision will benefit a child in foster care and WIC 241.1 students, some of which were expanded by later laws including AB 81, AB 12, AB 1933, SB 1353, AB 7809, SB 578, AB 1573, SB 121, SB 1088, SB 1568, the Federal Fostering
Connections to Success and Increasing Adoptions Act of 2008 and the Federal Uninterrupted Scholars Act, AB 643, Ab 167/216, and AB 2276. Further, it is imperative the staff has knowledge of the Federal and State Individuals with Disabilities Education Act ensuring all youth with disabilities has access to a free appropriate public education (FAPE) that emphasizes special education and related services designed to meet each student’s unique needs (Exhibit A-5).

6.1.6 Contractor shall maintain records that its staff receives:

- Annual staff evaluations on service delivery skills, quality and quantity of work product and attendance;
- Supervision and training relevant to the services to be provided; and
- Policies regarding ethical procedures to ensure appropriate interaction with County staff, parents, youth, caregivers, and school administrators.

6.1.7 Contractor shall meet quarterly, at minimum, with its staff to discuss procedure including, but not limited to, new referrals, progress reviews, program implementation and coordination at the selected sites. Documentation of such meetings shall be made available for County review.

6.1.8 Contractor and its staff shall report serious behavior incidents, serious injuries, unauthorized absences, and any incidents of abuse or neglect in accordance with Section 8.6, Child Abuse Prevention Reporting of the Contract.

6.1.9 Contractor shall notify DCFS and Probation in writing of any change in its key personnel at least five business days prior to the proposed change.

6.1.10 Such notification shall include the name(s), background, and qualifications of any proposed replacement personnel, which shall be subject to County approval.

6.1.11 Contractor shall ensure that no interruption of service occurs as a result of any change in personnel.

6.1.12 Contractor shall maintain files of all personnel providing services under this Contract. Documentation shall include copies of resumes, degrees, professional licenses, and current criminal clearances.
6.1.13 Contractor shall not share their individual computer identification codes and authentication mechanisms with anyone. Computer identification codes and authentication mechanisms include, but are not necessarily limited to logon identification, computer access codes, account codes, passwords, ID cards, tokens, biometric logons, and smartcards.

6.1.13.1 Contractor and its staff shall be accountable for all activities undertaken through their authentication mechanisms (e.g. logon identification, computer access codes, account codes, passwords, ID cards/tokens, biometric logons, and smartcards).

6.1.14 Contractor and its staff may contact CPM as necessary and appropriate.

6.1.15 Contractor shall ensure that only those persons whose credentials are, or were issued by, the Certification, Assignment and Waivers Division of the California Commission on Teacher Credentialing, as set forth in the California Education Code and the California Code of Regulations, Title 5, are to provide Education Specialist services required in this SOW. Emergency Teacher Credentials do not qualify.

6.2 Contractor Project Manager

Contractor shall appoint a Project Manager who is a former Education Consultant with DCFS, who is to work directly with the CPM and his/her leadership, in addressing the operational needs, to manage the day to day activities and the delivery of services in accordance with this Contract.

6.2.1 Contractor shall provide a telephone number and email address where the Project Manager can be reached Monday through Friday from 8:00 A.M. to 5:00 P.M., except holidays.

6.2.2 Contractor Project Manager shall respond within two business days to all calls, emails, and/or reports regarding Contractor performance issues.

6.2.3 The responsibilities of the Contractor Project Manager shall include, but not be limited to:

- Management and oversight of the work specified in this Contract;
- Oversee the hiring and training of staff for this Contract;
- Travel throughout the County when necessary to direct the delivery of services;
• Supervise staff, facilitate staff training, and provide staff with technical program support, such as, on-site program observation, and updating computer programs;

• Assess the quality of interaction between its staff and County personnel, and

• Assess the quality of interaction between its staff and the school staff and administration.

6.2.4 Contractor Project Manager and the Education Specialist staff shall attend meetings with the County Program Manager, as scheduled by the CPM, to address child welfare-related legislation, service delivery strategies, issues and concerns related to Department and school district partners, and progress toward outcomes and performance targets.

6.2.5 Contractor Project Manager shall respond to requests to meet, address, and resolve performance issues, and shall be available to attend such meetings as mutually scheduled.

6.2.6 Contractor Project Manager shall investigate any Contract performance issues submitted by the County in accordance with Section 8.20, County’s Quality Assurance Plan of the Contract.

6.2.7 Contractor Project Manager shall meet the following minimum requirements:

6.2.7.1 Contractor Project Manager must have a Bachelor’s degree from an accredited university, with an academic concentration in education, psychology, counseling, child development, or a closely related field and a minimum of five years’ experience working with the target demographic.

6.2.7.2 Contractor Project Manager must possess a California Pupil Personnel Services Credential with a Child Welfare and Attendance Specialty or a School Psychologist Specialty, or a California Special Education Teacher Credential or a Master’s degree in Special Education.

6.3 Education Specialist Staff
Contractor shall provide 29 Education Specialists daily, with a plan for coverage of staff being out due to illness or vacation. Contractor shall report daily to the CPM when an Education Specialist is out and provide CPM with the plan for coverage in the Education Specialist’s absence.
6.3.1 Contractor shall assign one Education Specialist to each of the 20 DCFS Regional Offices and the 10 Probation Area Offices. Coverage may be split in the DCFS Covina Annex and El Monte offices, or any other two agreed upon offices.

6.3.2 DCFS Regional Offices are located in: Lancaster, Palmdale, Santa Clarita, West San Fernando Valley (Chatsworth), Van Nuys, West Los Angeles, Wateridge, Hawthorne, Compton/Carson, Vermont Corridor, Metro North (Broadway), Belvedere, Santa Fe Springs, Pasadena, Pomona, Covina Annex, El Monte, Glendora, South County (Lakewood), and Torrance.

6.3.3 Probation Area Offices are located in: Antelope Valley, Pomona, El Monte, Santa Monica, Compton, Long Beach, Crenshaw, Whittier, Van Nuys and East Los Angeles.

6.3.4 The location of the Education Specialist may be subject to change due to workload and the needs of the Departments. Contractor will be notified well in advance of any work location change.

6.3.5 The Education Specialist staff shall meet the education and work experience specified herein. The minimum qualifications for the Education Specialist are as follows:

6.3.5.1 Bachelor’s degree from an accredited college/university;

6.3.5.2 One of the following minimum requirements regarding education credentials or education-related work experience either as an employee, contractor, or both:

Option 1: A valid California Teaching credential with at least three consecutive years of experience within the last five years; OR

Option 2: Have held a professional position as an Education Consultant/Specialist providing services equivalent to the services described in Statement of Work (school enrollment, overturn expulsions and suspensions, decrease Opportunity Transfers, proper school placements, special education assessments, advocate at IEP meetings, review California Standardized Test scores, assist with determining if youth qualifies for AB 167/216 graduation option, credit recovery work and request for records) for two consecutive years; OR

Option 3: A current California Administrative Credential that has been in effect for at least three consecutive years; and two consecutive years of experience as education
administrator, teacher, counselor, or providing services equivalent or similar to the services described in Statement of Work; OR

Option 4: A Master’s degree in the field of Education with at least three consecutive years of experience within the last five years as an administrator, psychologist or counselor in programs for children and in providing educational advocacy for children; OR

Option 5: A valid California Pupil Personnel Services Credential with a Child Welfare and Attendance Specialty or School Psychologist Specialty with at least three consecutive years of experience within the last five years; OR

Option 6: A valid California Education Specialist Instruction Credential with at least three consecutive years of experience within the last five years.

6.3.6 Education Specialists must have knowledge of the Education Code, Welfare and Institutions Code, and Penal Code as related to education issues, and any legislative changes impacting the education of foster children.

6.3.7 Education Specialists must have demonstrated knowledge of Special Education laws and regulations, including an ability to advocate for foster children who are in need of special education services.

6.3.8 Education Specialists must have the use of a computer, laptop or tablet, cell phone and the ability to access the Internet.

6.3.9 The services that each Education Specialist is required to provide are specified in Section 8.0, Scope of Work.
SECTION C – SERVICE DESCRIPTION

7.0 TARGET POPULATION

7.1 Contractor shall provide the services specified in this Contract to CSWs, DPOs, authorized DCFS and Probation staff, parents, caregivers, youth, Education Rights Holder, and school personnel for the benefit of children under DCFS or Probation supervision, including 241.1 Youth, throughout the County of Los Angeles. The services shall include, but not limited to the following:

7.1.1 Assistance for children and youth who need immediate enrollment in school or remaining in School of Origin;

7.1.2 Assistance and resources for children and youth reported to have school issues, or at academic risk, or in need of education intervention, requiring the collection of education records and an assessment of education needs;

7.1.3 Assistance and resources for children and youth reported in the process of being suspended or expelled, or relocated from school by opportunity transfer;

7.1.4 Assistance and resources for children and youth having one or more school transfers due to placement changes and needing partial credit towards graduation based on satisfactorily completed coursework at prior schools; and

7.1.5 Assistance and resources for children and youth needing intervention for IEP, special education, and after school services.

8.0 SCOPE OF WORK

8.1 Education Specialists shall provide CSWs, DPOs, authorized DCFS and Probation staff with services to assist any Probation, Foster Youth and 241.1 Youth that are referred under this Contract.

8.2 Each Education Specialist shall provide educational services and advocate for the educational needs and rights of a minimum of 30 Foster and 241.1 Youth per month. Adjustments will be made for months with limited school days. In addition, the Education Specialist shall actively promote their services in each of the Regional Offices.

8.2 Contractor’s Education Specialists shall provide educational services and advocate for the educational needs and rights of Probation, Foster and 241.1 Youth. The services provided by the Education Specialists shall include, but shall not be limited to the following:
<table>
<thead>
<tr>
<th>SERVICE CATEGORY</th>
<th>SERVICE TASKS</th>
<th>OUTCOME MEASURES</th>
<th>MONTHLY SERVICE REPORT</th>
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<tr>
<td>School Enrollment</td>
<td>Ensure immediate enrollment in school, and report to the County any and all barriers to immediate enrollment. Obtain and review school records to develop recommendations for school enrollment and placement. Ensure proper school enrollment and that the needs of the student are being met by the school district. Advocate and assist in special education assessment and services for youth who may be or are eligible for special education services. Participate in STRTP Intake Process and attend meetings held by placement, school, and DCFS to discuss school placement.</td>
<td>Number and percentage of students enrolled within 1 day; 3 days; Never</td>
<td>Number of School Enrollment referrals Number and percentage enrolled within one day Number and percentage enrolled within three days Number and percentage enrolled longer than three days Number and percentage never enrolled</td>
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<tr>
<td>Decreased Expulsions</td>
<td>Immediately address and work to overturn any youth expulsions in accordance with regulations.</td>
<td>Number and percentage of expulsions overturned or upheld due to IEP non-compliance, Zero Tolerance policies, or other reasons.</td>
<td>Number of Expulsion referrals Number and percentage expulsions overturned Number and percentage expulsions upheld</td>
</tr>
<tr>
<td>Decrease Suspensions</td>
<td>Immediately address and work to reduce or reverse any youth suspensions in accordance with regulations.</td>
<td>Number and percentage of suspensions reversed; Number and percentage of suspension days reduced, if not reversed.</td>
<td>Number of Suspension referrals Number and percentage suspensions reversed Number and percentage suspensions reduced Number and percentage suspensions upheld</td>
</tr>
<tr>
<td>Decreased Opportunity Transfers</td>
<td>Immediately address and work to reverse any opportunity transfers in accordance with regulations.</td>
<td>Percentage of opportunity transfers reversed</td>
<td>Number of Opportunity Transfer referrals Number and percentage of opportunity transfers reversed</td>
</tr>
<tr>
<td>Proper School Placements</td>
<td>Ensure that youth are placed in appropriate school type, classes, and academic settings. Immediately report to the County any and all barriers to proper school placements.</td>
<td>Number and percentage of youth whose school type, classes and academic settings were corrected within 1 day; 3 days; Never. Number and percentage of youth found to be in correct school placement after review.</td>
<td>Number of Proper School Placement referrals Number and percentage correction made within one day Number and percentage correction made within three days Number and percentage correction never made Number and percentage school placement correct</td>
</tr>
<tr>
<td>SERVICE CATEGORY</td>
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<tr>
<td>Special Education Assessments</td>
<td>Assist with legal protocol, time frames to ensure written requests for special education assessments are submitted correctly; When working with youth enrolled in Non-Public Schools (NPS) obtain and review records to determine special education status and the existence of an appropriate IEP; Assist with initiating special education assessments and refuting district denials; Report, with documentation to the County, any and all barriers resulting in youth enrolled without an appropriate IEP or who are not receiving appropriate special education services.</td>
<td>Number and percentage of students where the need for a special education assessment was addressed; Number and percentage of written request for special education assessments were submitted; Number and percentage of NPS students where IEPs and special education services were implemented or corrected for appropriateness. Number and percentage of students where denials for special education assessments were successfully refuted.</td>
<td>Number and percentage of students where the need for a special education assessment was addressed Number and percentage of written requests for special education assessments were submitted Number and percentage of NPS students where IEPs and special education services were implemented Number and percentage of NPS students where IEPs and special education services were corrected for appropriateness Number and percentage of students where denials for special education assessments were successfully refuted</td>
</tr>
<tr>
<td>IEP Meetings</td>
<td>Advocate at IEP meetings to ensure appropriate accommodations, resources, services and interventions specific to the youth are incorporated into IEP for implementation by the school district. Ensure IEP contains measurable goals and objectives derived from assessment data** Prep CSWs and ERHs to attend IEP without Education Specialist (ES) or if ES unable to attend</td>
<td>Number and percentage – Enhanced plans Number and percentage – Increased services/interventions Number and percentage – School placement change Number and percentage – Least Restrict Environment (LRE) setting, step down or main stream activities towards general education</td>
<td>Number of Referrals to attend IEP meeting Number and percentage of IEPs attended Number and percentage of CSWs and ERHs prepped to attend IEP without the Education Specialist Number and percentage of IEPs containing measureable goals and objectives derived from assessment data** Number and percentage of LRE, step down or main stream activities towards moving student to regular education</td>
</tr>
<tr>
<td>California Standardized Test Scores (Upon County Request when deemed necessary)</td>
<td>Obtain and review CA Standards Test Scores to determine youth's academic status. Immediately refer Did Not Meet Standard (DNMS) student cases to LEA for increased or remedial services.</td>
<td>Number and percentage of DNMS students receiving increased or remedial services as a result of referrals.</td>
<td>Number and percentage of students who DNMS in English Language Arts/Literacy Number and percentage of students who DNMS in Mathematics Number and percentage of DNMS students receiving increased or remedial services as a result of referrals</td>
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<tr>
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<td>AB 167/216 Graduation</td>
<td>Upon referral obtain and review records to determine if youth are on track to graduate and assist with placing youth on track to graduate in accordance with AB 167/AB 216, where appropriate and the youth and Education Rights Holder chooses this option.</td>
<td>Number and percent On track Number and percent Education Rights Holder will not allow placement in accordance with AB167/AB216 Number and percent LEAs not agree Number and percent Do Not Qualify</td>
<td>Number and percentage qualify for AB 167/216 graduation Number and percentage ERH will not allow placement in accordance with AB167/AB216 Number and percentage LEA will not allow placement in accordance with AB167/AB216 Number and percentage do not qualify Number and percentage receiving services who graduate (with AB167/216 and without AB17/216)</td>
</tr>
<tr>
<td>Credit Recovery</td>
<td>Work with school districts to obtain and review records to determine missing school credits, to ensure youth receive full &amp; partial credit for school work successfully completed in current and prior schools.</td>
<td>Number of full credits recovered; Number of partial credits recovered</td>
<td>Number and percentage of students receiving credit recovery Number of full credits recovered Number of partial credits recovered</td>
</tr>
<tr>
<td>Request for Records</td>
<td>School records required to perform the services of this contract:</td>
<td>Number of Records requested per student from number of schools</td>
<td>Number and percentage of students for which school records were requested Number and percentage of schools from which records were requested Number and percentage of school records received</td>
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<td>• Transcripts, progress records and/or report cards;</td>
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<td>• Attendance, behavior and discipline records;</td>
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<td>• Standardized test scores;</td>
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<td>• Special education assessments and/or IEP, if applicable, Individualized graduation plan(s)</td>
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<td>Obtain the youth’s education records from the schools in accordance with the Uninterrupted Scholars Act and AB 163 or via the following methods:</td>
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<td>• Court Minute Order;</td>
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<td>• Authorized Request for School Report (DCFS 1726) form; or</td>
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<td>• Signed parental or Education Rights Holder consent (DCFS 179) for voluntary or a non-court legal guardian status youth.</td>
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<td>Outreach and Partnership</td>
<td>Place Education Specialists in DCFS and Probation regional offices to best serve clientele and the surrounding school districts within office catchment. Outreach to schools and districts and develop partnerships with them regarding participation in programs and campaign for the educational advancement of DCFS and Probation students.</td>
<td>Number of schools targeted for outreach; Number of schools participating in remedial programs for foster youth as a result of outreach; Number of schools partnering with DCFS and Probation under one or more programs and agreeing to participate in the educational advancement of DCFS and Probation students.</td>
<td>N/A</td>
</tr>
<tr>
<td>Training</td>
<td>Collaborate with the County to develop training programs and modules for caregivers, DCFS staff, Probation staff, Education Rights Holders, contractor staff, and school staff. Partner with DCFS, Probation and school districts to train foster caregivers and Education Rights Holders. Train/Encourage on one topic per monthly general staff meeting at regional offices. Train school staff as needed.</td>
<td>Number of training sessions conducted for caregivers, DCFS staff, Probation staff, Education Rights Holders and school staff. Number of trainings conducted, length of training, audience and subject matter maintain a file of training flyer and/or materials and sign-in sheets</td>
<td></td>
</tr>
<tr>
<td>241.1 Reports</td>
<td>Obtain and review school records to develop reports with recommendations (see Template in Exhibit A-4) to implement services for dual supervised youth. Prepare and present reports and recommendations at the 241.1 MDT Meetings and provide reports to LEA. Obtain and review education assessments already prepared by certain school district staff and comment on or add to the recommendations contained therein. Prepare and present reports and recommendations at the 241.1 MDT Meetings and provide reports to LEA.</td>
<td>Number of reports prepared and presented to 241.1 MDT meetings and provided to LEA. Number of youth for whom recommendations from report were implemented by the school</td>
<td>Number of 241.1 MDT education assessments (reports) written and presented at 241.1 MDT meetings</td>
</tr>
<tr>
<td>School of Origin</td>
<td>Outreach to and inform CSWs, regarding foster youth’s right to remain in School of Origin (SOO).</td>
<td>Number of consultations provided.</td>
<td>Number of consultations provided.</td>
</tr>
<tr>
<td>SERVICE CATEGORY</td>
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| School of Origin      | Inform CSW of various methods to transport youth to SOO such as Education Travel Reimbursement, TAP Cards, and School District Resources. Connect with ERH, youth, caregiver, CSW, and school district as needed, to discuss SOO and available methods of transportation to SOO. Evaluate and refer private transportation services to SOO as designated by DCFS. Participate in BID meeting to discuss foster youth’s best interest to remain in their school-of-origin and long-term designated transportation plan. | Number of consultations that lead to youth being transported to SOO  
Method used to transport youth to SOO (Stop-Gap).  
Track BID Meeting results  
1. BID Completion  
2. HER Present  
3. Reason youth will not remain in SOO  
   - ERH did not feel it is in the best interest of the youth  
   - Other  
Method used to transport youth to SOO (long-Term). | Number of consultations that lead to youth being transported to SOO.  
Method used to transport youth to SOO (Stop-Gap).  
Track BID Meeting results  
Method used to transport youth to SOO (Long-Term). |
| Referral and Tracking | Work within the current online DCFS Education Consultant Referral system where the Education Specialist staff can securely log onto a web-based referral system to receive and respond to referrals from CSWs, DPOs, authorized DCFS and Probation staff. | N/A | N/A |
| Referral Process      | Referrals shall be submitted to Contractor via the web-based referral and tracking system. As a back-up, referrals, confirmations and other feedback will be sent via email or fax. Referrals shall contain the purpose and information related to the issues that require attention. Immediate response to referrals is required with confirmation and assignment status provided upon receipt (within one business day). Upon receipt, referrals shall be assigned to Contractor’s staff for timely response. Contractor’s staff shall contact the CSW, DPO or the authorized referring party to confirm all issues and education needs specified in the referral within seven business days. Upon receipt of referral, all activity, including recommendations and completion, shall be documented on the web-based referral and tracking system within 30 days. | N/A | N/A |
| Required Meetings | Participate in meetings related to referrals as scheduled by DCFS, Probation and/or school administrators, which may also include the youth, the caregiver, CSW, DPO, and/or the school counselor/administrator. Attend and/or facilitate school participation in CFTs as necessary. | N/A | N/A |
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SECTION D – SERVICE REPORTS

9.0 MONTHLY REPORTS

9.1 Contractor shall provide the County with a Monthly Service Report detailing outcome totals collectively (from all offices for each agency) and individually from each DCFS Regional Office and Probation District Office in alignment with the requirements of the SOW.

9.2 Contractor shall include in the Monthly Service Report copies of any 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.

9.3 Contractor shall submit a Monthly Service Report by the 10th of each month to:

County of Los Angeles
Department of Children and Family Services
Attention: Education Specialist County Program Manager
Patricia Armani
425 Shatto Place, Fifth Floor
Los Angeles, CA  90020

and

County of Los Angeles
Probation Department
8300 South Vermont Avenue, 3rd Floor
Los Angeles, CA  90044
Attention: Title IV-E Waiver Manager
SECTION E – QUALITY ASSURANCE PLAN

10.0 QUALITY ASSURANCE PLAN

10.1 Contractor shall establish and utilize a comprehensive Quality Assurance Plan (QAP) with appropriate processes to ensure that the required services are provided at a consistently high level of service throughout the term of the Contract.

10.2 The QAP shall be submitted to DCFS and Probation for review and approval. The QAP shall be effective on the Contract start date and shall be updated and resubmitted for DCFS and Probation approval as changes occur.

10.3 The QAP shall include an identified monitoring system covering all the services listed in this Exhibit A, Statement of Work.

10.4 The system of monitoring to ensure that Contract requirements are being met shall include, but shall not be limited to, the following:

10.4.1 Activities to be monitored, frequency of monitoring, samples of forms to be used in monitoring, title/level and qualifications of personnel performing monitoring functions;

10.4.2 Ensuring the services, deliverables, and requirements defined in the Contract are being provided at or above the level of quality agreed upon by the County and the Contractor;

10.4.3 Assuring that professional staff rendering services under the Contract have the necessary prerequisites;

10.4.4 Identifying and preventing deficiencies in the quality of service before the level of performance becomes unacceptable;

10.4.5 Taking any corrective action, if needed, including a commitment to provide to the County upon request, a record of all inspections, the corrective action taken, time the problem is first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action; and

10.4.6 Continuing to provide services to the County in the event of absences of Contractor’s employees.

10.5 If service delivery is deficient or Contract requirements are not met, the CPM will notify the Contractor Project Manager by phone, email, or written notice.
10.6 The Contractor Project Manager shall respond within one business day to all calls or reports regarding Contractor’s performance.

10.7 The Contractor Project Manager shall: 1) immediately notify the CPM of any difficulty, problem or incident which may impact or delay the progress or completion of work; and 2) immediately work with the CPM to resolve such issues to avoid further problems with service delivery.

11.0 QUALITY ASSURANCE MONITORING

The CPM, and/or other authorized personnel, will monitor Contractor’s performance in accordance with Section 8.20, County’s Quality Assurance Plan, of the Contract, and Exhibit A-1, Performance Requirements Summary.

11.1 Contractor will be subject to a program review by the County, at a minimum of once per year, for the period of the Contract. Contractor shall make available to the County, upon request, the following:

11.1.1 Personnel Records
11.1.2 Financial Records
11.1.3 education and Assessment Reports
11.1.4 Monthly Reports
11.1.5 Contractor staff, should observations and interviews be needed.

11.1.6 For each substantiated incident of Contract non-compliance, the CPM may call Contractor and/or send notification. Contractor shall respond in writing within 48 hours from receipt of notice of the incident.

11.1.6.1 Contractor shall submit a written Corrective Action Plan (CAP) for any areas found to be deficient as a result of the technical review tithing 45 calendar days of the receipt of the Technical Review Findings.

12.0 GREEN INITIATIVES

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

13.0 DATA COLLECTION

13.1 Contractor shall collect, manage, and submit data as directed by the County to demonstrate outcomes inclusive of the new guidelines set forth by DCFS and Probation.
13.2 Contractor shall work with the County to develop and implement tracking systems which include participant characteristics and demographics, collection and reporting of data on the outcomes and objectives, method of monitoring the quality of services provided, and survey instruments. Contractor shall perform data entry to support these activities.

14.0 PROGRAM OUTCOMES

This Contract adheres to the outcome goals established by the County for Child Safety and Well-Being.

14.1 Any Child Safety concerns found by the Education Specialist should be shared with the youth’s CSW or DPO.

14.2 Contractor shall do its part to ensure Child Safety under this Contract including strict adherence to the goals summarized in Exhibit A-1.

14.2.1 One hundred percent (100%) of suspected child abuse and neglect incidents are reported to the Child Protection Hotline or appropriate law enforcement agency.

14.2.2 Contractor shall report directly to the Child Protection Hotline at (800) 540-4000 and/or appropriate law enforcement agency, any suspected child neglect or abuse, with notification to the County Program Manager whether or not Contractor is a mandated reporter under the Penal Code, Sections 11164-11165.9.

14.3 Well-Being

14.3.1 One hundred percent (100%) of children are enrolled in school within 48 hours of referral.

14.3.2 One hundred percent (100%) of suspensions, expulsions and/or opportunity transfer referrals are appropriately addressed and completed.

14.3.3 One hundred percent (100%) of Education Assessments for youth involved in the 241.1 MDT process are completed and presented to DCFS or Probation directly or at Document and Assessment Meetings.
# Statement of Work

## PROGRAM OUTCOME SUMMARY

### SAFETY

**PROGRAM:** EDUCATION ADVOCACY, LIAISON AND INTERVENTION SERVICES

**OUTCOME GOALS:** Children and youth are free from abuse and neglect.

<table>
<thead>
<tr>
<th>OUTCOME INDICATORS</th>
<th>PERFORMANCE TARGETS</th>
<th>DATA COLLECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Substantiated allegations against Contractor</td>
<td>100% of the corrective action plan is successfully implemented</td>
<td>• Corrective Action Plans</td>
</tr>
<tr>
<td>No Contractor reporting of child abuse and neglect made known to them</td>
<td>100% of suspected child abuse and neglect incidents reported to the Child Protection Hotline and/or appropriate law enforcement agency</td>
<td>• Annual Summary Reports</td>
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<tr>
<td></td>
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<td>• Special Incident Reports</td>
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<td></td>
<td>• Child / Children Interview</td>
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