County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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November 30, 2016

Dear Community Agencies/Stakeholders/interested parties,

REQUEST FOR INFORMATION FOR RECRUITMENT, TRAINING, AND SUPPORT FOR ASIAN PACIFIC ISLANDER RESOURCE FAMILIES

The purpose of this Request for Information (RFI) is to determine the level of interest from qualified providers for the provision of the Recruitment, Training, and Support for Asian Pacific Islander (API) Resource Families. The goal of this program is to increase the number of API resource parents in Los Angeles County so that they can meet the linguistic and cultural needs of the API children who cannot live safely with their birth parents or relatives.

The Assembly Bill 403, Foster Youth: Continuum of Care Reform, seeks to reduce the use of group home placements, also known as congregate care, by increasing youth placement in family settings. Hence, the Los County of Angeles Department of Children and Family Services (DCFS) will need to rely less on congregate care by increasing the number of prospective foster and adoptive parents, now known as resource parents.

In 2015, there were 660 API children under DCFS supervision, and in March 2016, 286 API children were in out-of-home care. Most of these children are Korean, Chinese, or Filipino and in need of culturally and linguistically appropriate resource home. To address this matter, DCFS needs to have sufficient resource parents with similar cultural and linguistic backgrounds of the children in care.

DCFS intends to contract with a qualified, culturally and linguistically competent agency to recruit API resource parents, particularly, parents from the Korean, Chinese, and Filipino communities. The contract also requires the agency to provide linguistically and culturally competent training and support services to prospective resource parents and resource parents who have previously been approved.

The anticipated services for Recruitment, Training, and Support for API Resource Families are described in the Statement of Work (SOW), Attachment I of this RFI.

This RFI is issued for information and planning purposes. It does not constitute a Request for Proposals (RFP) or a promise to issue an RFP in the future. This RFI does not commit the County to contract for any services. The County will not pay for any information or administrative costs incurred in response to this RFI. Pending the results, the County reserves the right to either negotiate contracts with agencies that submit a Statement of Information (SOI), release a contract solicitation, or take no further action.

QUALIFICATION REQUIREMENTS

This RFI is to solicit a SOI from interested agencies that are able to provide the anticipated services outlined in the SOW, Attachment I of this RFI, provided they meet the following requirements:

1. Interested agencies must submit a SOI on or before the SOI Submission Deadline: **12:00 P.M, December 22, 2016**. Late submissions will not be accepted;

2. Agency must not be prohibited from doing business in the State of California, or in the County of Los Angeles;

3. Agency must be organized as a 501(c)(3) non-profit with exempt determination letters from the Internal Revenue Service and the California Franchise Tax Board;

4. Agency must have or be willing to establish an administrative business office within the County of Los Angeles for the contract term. The address to the administrative business office must be included in the SOI;

5. Agency must not currently have a Settlement Agreement with DCFS for repayment of monies owed to County;

6. Agency and its principal must not be suspended, debarred, ineligible, or excluded; or have principals who are suspended, debarred, ineligible, or excluded from securing federally, State, or locally funded contracts;

7. Agency must be in compliance with the Defaulted Property Tax Reduction Program (Los Angeles County Ordinance No. 2009-0026) or certify that they are exempted pursuant to Chapter 2.206 of the Los Angeles County Code. This ordinance was implemented on October 20, 2009, and requires that agencies contracting with the County be current with their annual tax payments for secured/real and unsecured/personal property;

8. Agency must be able to provide a culturally and linguistically competent Program Director who must possess, at minimum, a Bachelor's degree and two (2) years experience, within the last five (5) years, working as a leader in a social services program, where at least 51% of the client population whom the agency served was API;

9. Agency must be able to provide culturally and linguistically competent staff who must possess, at minimum, a Bachelor's degree in social welfare, social work, marriage and family counseling or the equivalent, and two (2) years of experience in recruiting, training, and supporting prospective and existing resource parents;

10. Agency must have at least two (2) years of experience in providing culturally and linguistically competent recruitment, training, and support services to prospective and previously approved resource parents within the Korean, Chinese, and Filipino communities; and

11. Agency must be able to obtain the required **Liability Insurance** coverage required by the County. The following is an **example** of insurance coverage requirements for a similar contract with the County of Los Angeles:

Commercial General Liability insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	$2 million
Products/Completed Operations Aggregate:	$1 million
Personal and Advertising Injury:	$1 million
Each Occurrence:	$1 million

Automobile Liability insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than $1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

Workers' Compensation and Employer's Liability insurance or qualified self-insurance satisfying statutory requirements, which includes Employer's Liability coverage with limits of not less than $1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming the County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than 30 days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any federal workers or workmen's compensation law or any federal occupational disease law.

Professional Liability: Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than $1 million per claim and $2 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three years following this Agreement's expiration, termination or cancellation.

Sexual Misconduct Liability: Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than $2 million per claim and $2 million aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

STATEMENT OF INFORMATION FORMAT AND CONTENT

The SOI must include the following components, and is not to exceed 20 pages typewritten or word-processed on 8 1/2'" x 11" white bond paper with 1" margin at all borders and single spaced, excluding any attachments:

1. **Introduction Letter** – The introduction letter must be on agency's letterhead and include:

   a) Agency's full legal name
   b) Type of entity (public/private, for profit/nonprofit)

c) Name and title of the individual authorized to make representations for the agency
d) Agency's mailing address
e) Contact individual's name, telephone, and email address
f) Addresses of Agency Office Locations in Los Angeles County

2. **Agency's Experience and Capabilities**

Interested Agency shall respond to each of the following:

a) Provide relevant background information to demonstrate your Agency's qualifications, experience in providing social services to API community, and staff expertise.

b) Describe your Agency's staffing plan including Program Director and required culturally and linguistically competent staff for this Recruitment, Training, and Support for API Resource Families program. Provide a detailed description of how each of the staff members will meet or exceed the minimum qualifications as required in the SOW, Attachment II of this RFI.

c) Describe your Agency's unique features in its Recruitment, Training, and Support services program plan that would enhance the Agency's ability to provide quality services to the API resource families and the County.

d) Describe how your Agency would develop and implement a strategic plan to coordinate and recruit API prospective resource parents from the Korean, Chinese, and Filipino communities.

e) Describe how your Agency would disseminate information and conduct presentations about the Recruitment, Training, and Support program so that prospective API resource parents would have the information they need to make an informed decision as to whether they want to become an approved resource parent.

f) Describe how your Agency would provide the Pre-Service Training and Pre-Placement Training to the API population including directly providing or sub-contracting Training classes, arranging class locations, and developing class schedules.

g) Describe how your Agency would provide the target population with culturally and linguistically competent support services including mechanisms to ensure sensitivity to race, ethnicity, and preferred language.

3. **Respondent's Agency Questionnaire/Affidavit (Attachment II)**

Respondent's Agency Questionnaire/Affidavit, Attachment II, must be completed and signed by authorized Agency Representative. The completed Agency Questionnaire/Affidavit must be submitted with the SOI by the submission due date.

DEADLINE FOR SUBMISSION OF STATEMENT OF INTEREST

The SOI must be submitted at the following address by **12:00 P.M., PST, December 22, 2016**. Late submissions will not be accepted.

County of Los Angeles
Department of Children and Family Services
Contracts Administration Division
Attention: Emily Wei
425 Shatto Place, Room 400
Los Angeles, CA 90020

The outside of the envelope should be labeled: "**Recruitment, Training, and Support for Asian Pacific Islander Resource Families" STATEMENT OF INFORMATION**."

DISCLAIMER:

NOTHING IN THIS DOCUMENT SHALL BE CONSTRUED AS OBLIGATING THE COUNTY TO ISSUE AN RFP, RFSQ, OR NEGOTIATE A CONTRACT

This RFI is issued for the purpose of collecting information and for planning purposes. It does not constitute a solicitation for a contract and should not be construed as a Request for Proposals (RFP), or a Request for Statement of Qualifications (RFSQ). All information received in response to this RFI shall become the exclusive property of the County of Los Angeles. DCFS reserves the right to incorporate information received into any future solicitation or contract. Moreover, all responses to this RFI shall become a matter of public record, and should be regarded as such. Exceptions will be those sections marked "trade secret," "confidential," or "proprietary" as described in the California Government Code, Section 6250 et seq. (Public Records Act). The County shall not in any way be liable or responsible for the disclosure of such records, without limitation and including those so marked, if disclosure is required by law, or by an order of a court of competent jurisdiction.

Attachment I

STATEMENT OF WORK

RECRUITMENT, TRAINING, AND SUPPORT FOR ASIAN PACIFIC ISLANDER RESOURCE FAMILIES

STATEMENT OF WORK

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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 of Los Angeles' 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 prosperity of individuals, families, business 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 partners.

1.0 OVERVIEW

1.1 The COUNTY of Los Angeles Department of Children and Family Services (DCFS) is in need of more Resource Parents to meet the needs of children that cannot safely live with their parents, family members or non-related extended family members (NREFM). With the inception of Assembly Bill 403: Foster Youth: Continuum of Care Reform, DCFS will need to rely less on congregate care and more on home-based family care provided by Resource Parents (foster and adoptive parents). These Resource Parents will need to meet the emotional and physical well-being of the children in care. That includes being able to meet the linguistic and cultural needs of these children. According to Census data, the Asian American population grew 20% between 2000 and 2010, and Asian Pacific Islanders (API) made up 16% of the Los Angeles County population. In 2015, 660 API children were being serviced by DCFS. In March 2016, there were 286 API children in out-of-home care and more than half were Korean, Chinese, or Filipino. In order to reduce the trauma of being removed from their parents, it is vital that we are meeting the linguistic and cultural needs of these children. Hence, we need to recruit, train, and support API prospective and approved resource parents.

1.2 In order to increase our pool of Resource Parents, particularly those parents that can meet the linguistic and cultural needs of API children, DCFS needs an agency that can recruit, train, and provide support to prospective resource parents; particularly from Korean, Chinese, and Filipino communities.

2.0 DEFINITIONS

The following words in this Statement of Work have the meanings given below, unless otherwise apparent from the context in which they are used.

2.1 Adoption – A legal process in which a child is freed from his or her birth parents by relinquishment, consent or terminations of parental rights with applicants who have been approved to take a child into their family and raise as their own.

2.2 Asian Pacific Islander (API) – Racial categorization for a person with origins in any of the original peoples of the Far East, Southeast Asia, South Asia, or the Pacific Islands.

2.3 Bilingual/bicultural staff – Individual associated with a project with the knowledge, language skills and experience to provide project support and services to one or more of the designated API communities in a culturally and linguistically competent manner.

2.4 Cultural Competence – Providing services and support to clients that are conducted in a manner that is responsive to the beliefs, interpersonal styles, attitudes, language and behaviors of the individuals who are receiving services, recognizing the uniqueness and strengths in varying cultures, and in a manner that has the greatest likelihood of ensuring their maximum participation in a program.

2.5 Engage – When an organization gets involved with adults in order to recruit and train those adults to become foster and adoptive parents.

2.6 Family – A unit comprised of one or more adults who consider themselves member(s) of that specific unit.

2.7 Foster Care – A placement of a child in a licensed or certified home that provides 24 hour care and supervision for children who need temporary care because their own parents or guardians are unable or unwilling to care for them.

2.8 Information Telephone Line – Phone line established specifically to answer calls by community members in a culturally and linguistically

competent manner about the process and requirements for becoming a foster parent.

2.9 Information meetings/Orientation – Linguistically and culturally competent event that is comparable in scope and content to DCFS' orientation meeting. Orientation is typically for prospective foster parents who have already participated in an introductory meeting or individual consultation. Information at the Orientation can include but is not limited to what are the approval requirements, DCFS and other governing bodies, who are the children in the foster care system, and why are children detained. Orientation scope and content will remain in alignment with any updates that occur in DCFS' orientation based on the changes occurring to Continuum of Care Reform (CCR).

2.10 Introductory Meetings – Information sessions where people can obtain general information about being a resource parent before attending an Information meeting/Orientation.

2.11 Linguistic Competence – Providing readily available, culturally appropriate oral and written language services to limited English proficiency (LEP) members.

2.12 Media Campaign – Culturally and linguistically competent strategies to reach a large number of the targeted API community or communities using ethnic-specific media, including print, radio, TV, and the Internet. Campaigns can include but are not limited to interviews, articles, advertisements, public service announcements, and social media.

2.13 Permanency – This where at least one committed adult provides a loving, safe, stable, and secure environment and a lifelong commitment, which includes adoption and legal guardianship.

2.14 Pre-Placement Training – Eight hours of training that is required before an approved Resource Parent can have a child placed in their home.

2.15 Pre-Service Training – Linguistically and culturally competent series of classes that are comparable in scope and content to DCFS pre-service training for prospective resource parents. The pre-service training is for prospective resource parents.

2.16 Prospective Resource Parent – A person or family that is in the process of becoming a Resource Parent. This includes anyone in the following phases: 1) expressed an interest in adoption or foster care; 2) attended an orientation; 3) attended pre-serve training; and 4) has been interviewed by a social worker and is awaiting approval.

2.17 Recruiter – An individual engaging in specific activities to solicit individuals, families, and organizations in order to increase the pool of prospective Resource Parents.

2.18 Recruitment – Any activity designed to educate and encourage individuals and families to become Resource Parents.

2.19 Resource Parent – A person who has been approved by DCFS or by a Foster Family Agency (FFA) to take the placement of a child who is entering or has been in the foster care system.

2.20 Support – This refers to the many ways that staff can reach out to help families going through the process of becoming a foster parent, starting from the initial point of contact when a family states its interest in becoming a foster family through the period in which a foster child is placed in the home. Supportive contacts can include but are not limited to: assistance with applications, monthly outreach calls to prospective families for status updates, and additional linkage or resources, as needed. Supportive contacts will be provided to all prospective and actual foster families on at least a monthly basis.

3.0 COUNTY'S GENERAL RESPONSIBILITY

3.1 COUNTY will appoint a COUNTY Program Manager (CPM) who is responsible for monitoring CONTRACTOR's activities and providing technical guidance to assist CONTRACTOR in meeting or exceeding the Statement of Work (SOW) program objectives and requirements.

3.1.1 The CPM or designated alternate will have full authority to monitor CONTRACTOR'S performance on the day-to-day operation of this Contract.

3.1.2 The CPM will provide overall Contract service coordination between CONTRACTOR and COUNTY.

3.1.3 The CPM will provide direction and technical guidance to CONTRACTOR in areas relating to DCFS policy, information and procedural requirements.

3.1.4 The CPM, responsible for daily management of Contract operation and overseeing monitoring activities, is:

Sari Grant, Children's Services Administrator III
Department of Children and Family Services
532 E. Colorado Blvd.
Pasadena, California 91101

3.2 COUNTY shall have the right to monitor, review and audit CONTRACTOR for compliance with this Contract, SOW, and all applicable rules and regulations related to P&S CONTRACTOR. All programmatic audit reports and corrective action plans will be a matter of public record to the extent required by the California Public Records Act.

3.3 The CPM shall be responsible for monitoring the CONTRACTOR for compliance to ensure that the participants served are eligible for P&S services. CPM monitoring will include assurance that the CONTRACTOR meets or exceeds program objectives and requirements.

3.4 The CPM may, at his or her sole discretion, direct the CONTRACTOR to remove any of its personnel who the CPM determines has performed acts, which are inimical to the interest of the resource parents, or which otherwise made it inappropriate for such persons to be assigned to the provision of these Contract services.

4.0 CONTRACTOR'S GENERAL RESPONSIBILITIES

4.1 CONTRACTOR shall appoint a Contractor Program Director (CPD) responsible for administering and overseeing all of the services provided herein. The name and telephone number of the CPD and an alternate manager authorized to act on behalf of CONTRACTOR in the CPD's absence shall be designated in writing under, Contractor's Administration, Exhibit XXX.

4.1.1 The CPD shall work with the COUNTY Program Manager to help resolve any potential areas of difficulty before a problem occurs.

4.1.2 The CPD or other authorized alternate shall supervise all of CONTRACTOR's personnel assigned to work under this Contract/SOW to ensure that the deliverables are being met.

4.1.3 The CPD shall respond within twenty-four (24) hours to all calls and/or reports regarding CONTRACTOR's performance. The CPD or alternate shall be available to authorized COUNTY personnel during normal work hours 8:00 A.M. to 5:00 P.M., Monday through Friday, except legal holidays.

4.2 CONTRACTOR shall not schedule or conduct any meetings or negotiations under this Contract/SOW on behalf of the COUNTY or DCFS.

4.3 Overall project coordination between CONTRACTOR and COUNTY shall be through the CPM or designee and the CPD, authorized representative(s) or their designated alternates.

4.4 CONTRACTOR shall immediately notify COUNTY of any changes in CONTRACTOR's authorized personnel that may affect the operation of this Contract. Such personnel changes are subject to the approval of the CPM or designated alternate.

4.5 CONTRACTOR shall not permit any employee to perform services hereunder while under the influence of any alcoholic beverage, medication, narcotic, or other substance, which might impair the employee's physical or mental performance.

4.6 CONTRACTOR agrees that any work performed outside the scope of this Contract shall be deemed a gratuitous act on the part of CONTRACTOR and, therefore, CONTRACTOR shall have no claim against COUNTY.

4.7 CONTRACTOR or designee shall attend all collaboration meetings scheduled by the COUNTY.

4.8 CONTRACTOR shall be available for technical reviews as requested by the CPM. Technical reviews shall be conducted annually or as determined by the CPM.

5.0 STAFFING REQUIREMENTS

The CONTRACTOR shall secure culturally and linguistically competent staff:

5.1 The CONTRACTOR must have a CPD.

5.1.1 The CPD shall have a Bachelor's degree and at least 2-years of experience within the last 5 years as a leader in a social service program that has been serving the API population meeting both their linguistic and cultural needs. The API population (i.e., Korean, Filipino, and/or Chinese) that they served should be at least 51% of their client population.

5.1.2 The CPD must be able to demonstrate knowledge of the Los Angeles County Child Welfare System.

5.1.3 The CPD shall be culturally and linguistically competent in at least one of the target populations of Korean, Chinese, or Filipino and culturally competent in the other two target populations.

5.2 The CONTRACTOR must have a minimum of one linguistically and culturally competent staff member to provide recruitment, training, and support.

5.2.1 The staff member must have at least two year's experience in recruiting, training, and supporting prospective and existing resource parents.

5.2.2 The staff member must have a minimum of a bachelor's degree in social welfare, social work, marriage and family counseling or the equivalent.

5.2.3 The staff member must be able to demonstrate knowledge of the Los Angeles County Child Welfare System.

5.3 The CONTRACTOR must have culturally and linguistically competent support staff to respond to inquiries by people from the Korean Chinese, and Filipino communities.

5.4 CONTRACTOR must arrange to have the telephone answered, at minimum, Monday through Friday, from 9:00 AM to 5:00PM.

5.5 CONTRACTOR's Program shall employ sufficient support staff to maintain the program administrative functions and duties.

6.0 TARGET POPULATION

The Recruitment, Training, and Support contract targets Korean, Chinese and Filipino individuals and families, who are 1) considering becoming a resource parent, 2) in the process of becoming a resource parent, and 3) have been approved as a resource parent through API recruitment efforts.

7.0 SCOPE OF WORK

In order to increase the number of API families that can meet the cultural and linguistic needs of API children in foster care, CONTRACTOR must provide recruitment, training and support services to prospective and approved resource parents within the following communities:

- Korean community
- Chinese community
- Filipino community

7.1 During each term of this Contract, CONTRACTOR shall provide recruitment, training, and support services consistent with this Statement of Work and the terms of the Contract.

7.2 CONTRACTOR shall work with CPM or CPM's designee to develop protocols and procedures and appropriate measuring strategies and tools to evaluate the effectiveness of the program.

7.3 Recruitment

7.3.1 CONTRACTOR shall provide culturally and linguistically competent recruitment services within the Korean, Chinese, and Filipino communities. This recruitment information and outreach efforts to the API community may include the following: presentations to the API faith-based community, 2) media campaigns in the API communities, 3) one-on-one discussions, and 4) any other format approved by the CPM.

7.3.2 All recruitment materials and on-line information must be pre-approved by the CPM.

7.3.2.1 Outreach Services - CONTRACTOR must hold in-person Introductory Meetings or one-on-one phone discussions to a minimum of 250 people that identify themselves as Korean, Chinese, or Filipino.

7.3.3 CONTRACTOR shall ensure that prospective API resource parents have the information they need to make an informed decision as to whether they want to become an approved resource parent by providing Orientations to the Korean, Chinese, and Filipino prospective resource parents either directly or in partnership with another organization such as DCFS or a Foster Family Agency.

7.3.3.1 Orientation - CONTRACTOR shall provide linguistically and culturally competent orientations to a minimum of 70 API prospective resource parents per contract year.

7.4 Training

Contractor shall adapt the DCFS existing training curriculum format, and modify to make it culturally relevant.

7.4.1 CONTRACTOR shall provide linguistically and culturally competent DCFS approved training to API prospective resource parents.

7.4.1.1 *Pre-service Training*

7.4.1.1.1 CONTRACTOR shall provide pre-service training twice per contract year, at minimum.

7.4.1.1.2 CONTRACTOR shall provide the pre-service training to a minimum of 20 API families per contract year.

7.4.1.1.3 Each pre-service training shall be 12 hours in length.

7.4.1.1.4 The pre-service training shall cover trauma-focused, permanency, safety and well-being, and include similar elements as to the DCFS training.

7.4.1.2 *Pre-placement Training*

7.4.1.2.1 CONTRACTOR shall provide 8 hours of pre-placement training to a minimum of 14 approved resource parents per contract year.

7.4.1.2.2 Training shall include, but not be limited to addressing trauma, understanding and managing behavior, Maslow's hierarchy of needs, self-care, understanding attachments and connections, assessing strengths and needs, family dynamics, Commercially Sexually Abused Children (CSEC), the cycle of need, and foster care and adoption laws.

7.4.2 The training shall be pre-approved by the DCFS CPM.

7.5 <u>Support Services</u>

7.5.1 CONTRACTOR shall provide culturally and linguistically competent support in the form of encouragement and trouble- shooting, and being a liaison between the family and organizations and providers which they work with.

7.5.2 CONTRACTOR shall provide support services to all prospective API families as they go through the approval process.

7.5.2.1 CONTRACTOR shall contact prospective API families in-person, by telephone, or by e-mail twice a month, at minimum.

7.5.2.2 CONTRACTOR shall provide support services to:

- families that have attended an Introductory Meeting and indicate they want to be contacted to learn more,
- families that have attended an Introductory Meeting and have signed up for an Orientation,

- families that have attended an Orientation and are awaiting training, and

- families that have attended training and are awaiting approval.

7.5.2.3 CONTRACTOR shall continue this contact until a family indicates they are no longer interested in becoming a resource parent or until the family has been approved as a resource parent.

7.5.3 CONTRACTOR shall also provide support services to all approved API resource parents.

7.5.3.1 CONTRACTOR shall contact approved API resource parents once a month, at minimum.

7.5.3.2 CONTRACTOR shall continue this contact until the resource parent indicates that:

1) S/he no longer wants to be contacted,
2) S/he wants the case closed, or
3) S/he has finalized the adoption.

7.5.3.3 CONTRACTOR shall help families consider adoption of the child placed with them, if that child needs a permanent family.

7.5.4 CONTRACTOR shall support enough families that a minimum of 14 families will be approved to be resource parents.

8.0 REPORTS AND RECORD KEEPING

CONTRACTOR shall provide quarterly and annual reports. The format, including a measuring tool that evaluates the effectiveness of the program, of the annual and quarterly reports shall be designed by the CONTRACTOR and pre-approved by the CPM.

8.1 The quarterly report shall be submitted electronically on or before the 10th day of third, sixth and ninth month from the beginning of the contract period.

8.2 The quarterly reports shall include:

1) a list of the locations that the CONTRACTOR provided outreach to the Korean, Filipino, and Chinese communities,

2) a list of the families that signed up to get more information or to attend an orientation,

3) a list of the families that attended an orientation,

4) a list of the prospective resource families to which the CONTRACTOR has provided support (including the method and frequency), and

5) a list of the resource parents to which the CONTRACTOR has provided support (including the method and frequency).

8.3 The annual report shall include the final quarter information as well as the outcomes for the contract year.

8.4 The annual report must be submitted electronically within 20 business days of the end of the contract period.

8.5 The annual report shall include the following information for the contract year:

1) a list of the locations that the CONTRACTOR provided outreach to the Korean, Filipino, and Chinese communities,

2) a list of the families that signed up to get more information or to attend an orientation,

3) a list of the families that attended an orientation,

4) a list of the prospective resource families to which the CONTRACTOR has provided support (including the method and frequency), and

5) a list of the resource parents to which the CONTRACTOR has provided support (including the method and frequency).

8.6 CONTRACTOR shall maintain and make available to CPM upon request all program and client records as follows:

8.6.1 Attendance records of all families that attended an Introductory meeting or participated in an one-on-one telephonic Introductory call and signed up to attend an Orientation.

8.6.2 The attendance records shall include the date and location where the families were recruited.

8.6.3 Sign-in sheets of all families that attended an Orientation including dates and locations.

8.6.4 The names and contact information of all families recruited by the CONTRACTOR and have attended a pre-service training.

8.6.5 Records, in the form and content that has been previously approved by the CPM, of telephonic, electronic or face-to-face contact made with interested prospective resource families or with prospective or approved resources families in need of support.

9.0 QUALITY ASSURANCE PLAN

9.1 CONTRACTOR shall establish and utilize a comprehensive Quality Management Program and Plan including Quality Assurance and Quality Improvement processes to ensure the required services are provided at a consistently high level of service throughout the term of the Contract.

9.2 The Plan shall be submitted to the CPM for review and approval within sixty (60) days of the Contract start date and as changes occur.

9.3 If the CPM requests changes to the CONTRACTOR'S QUALITY ASSURANCE PLAN, the CONTRACTOR shall make such changes, and resubmit the plan for approval within five (5) business days.

9.3.1 The Plan shall be effective on the Contract start date and shall be updated as changes occur and re-submitted the CPM for review and approval.

9.4 The plan shall include a CPM pre-approved monitoring system covering all the services listed in this SOW. The system of monitoring to ensure that contract requirements are being met shall include:

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

9.4.2 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.

9.4.3 Assuring that professional staff rendering services under the contract has the necessary prerequisites.

9.4.4 Identifying and preventing deficiencies in the quality of service before the level of performance becomes unacceptable.

9.4.5 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, the time the problem is first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.

9.4.6 Continuing to provide services to the County in the event of a strike or other labor action of the CONTRACTOR's employees.

9.5 If CONTRACTOR's performance requirements are not met, the CPM may call CONTRACTOR, or send CONTRACTOR a User Complaint Report (UCR) (Exhibit A-2), or both. CONTRACTOR shall respond to a call within 72 hours and respond to a UCR within twenty-four hours of receipt. All performance requirement issues will be reported to the CPM.

10.0 QUALITY ASSURANCE MONITORING

10.1 The CPM, or other personnel authorized by the COUNTY, will monitor CONTRACTOR's performance under this contract using the quality assurance plan specified in this SOW. All monitoring will be conducted in accordance with Section XXXX COUNTY's Quality Assurance Plan, of the Contract.

11.0 TRANSFER OF RECORDS

11.1 At the start of a new contract, CONTRACTOR shall accept transitioned cases from the prior contractors. The new contractor shall submit a plan of coverage to the CPM for the transitioned cases within 30 days of the start of the new contract or within 30 days of receipt of transitioned cases from prior contractors. The plan of coverage shall include: (1) telephonic contact with the family within three weeks of the 30 day transitional period, (2) a face-to-face contact with the family within five business days from the telephonic contact, and (3) an initial case plan for the family within 30 days from the initial face-to-face contact with the family.

11.2 Prior to contract termination or non-renewal of the contract, CONTRACTOR shall, at no additional cost to County, cooperate in transitioning active cases to new contractors, including providing all original case files and electronic records. CONTRACTOR shall keep copies of all transferred cases for their own records. The transitional plan shall be made in consultation with the County Program Manager at least one month in advance of the contract termination or as soon as possible in the event of non-renewal.

12.0 PERFORMANCE BASED OUTCOME MEASURES

12.1 CONTRACTOR shall adhere to the measures specified in Performance Requirements Summary (Exhibit A-1).

12.2 CONTRACTOR shall design an evaluation tool to collect and track the deliverables in the SOW.

PERFORMANCE REQUIREMENT SUMMARY

	REQUIRED SERVICE	COMPLIANCE MONITORING METHOD	REMEDIES FOR NON-COMPLIANCE WITH PERFORMANCE
1.	CONTRACTOR shall work with CPM to develop protocols, procedures, appropriate measuring strategies and tools to evaluate the effectiveness of the program. (SOW Sec.7.2 & 12.2))	CPM will review CONTRACTOR's written measuring tools and strategies provided by the CONTRACTOR and included in the Quarterly and Annual Reports.	CONTRACTOR to provide a corrective action plan to the COUNTY with an explanation of the problem and the plan for correction. The COUNTY may impose a deduction from CONTRACTOR's invoice in the amount of $100 per occurrence.
2.	CONTRACTOR shall provide recruitment services within the following communities: Korean, Chinese, and Filipino to recruit more API resource parents. (SOW Sec. 7.0 & 7.3))	CPM will review locations and sign-ups as deemed necessary.	CONTRACTOR to provide a corrective action plan to the COUNTY with an explanation of the problem and the plan for correction. The COUNTY may impose a deduction from CONTRACTOR's invoice in the amount of $100 per occurrence.
3.	CONTRACTOR shall provide Pre-service training to a minimum of 20 prospective API resource families per contract year. (SOW Sec. 7.4.1.1.2))	CPM's will complete reviews as deemed necessary CONTRACTOR will obtain sign-ups of all API families that attend the pre-service training. CONTRACTOR will provide 4 Quarterly and one Annual report each year.	CONTRACTOR to provide a corrective action plan to the COUNTY with an explanation of the problem and the plan for correction. The COUNTY may impose a deduction from CONTRACTOR's invoice in the amount of $100 per occurrence.

	REQUIRED SERVICE	COMPLIANCE MONITORING METHOD	REMEDIES FOR NON-COMPLIANCE WITH PERFORMANCE
4.	CONTRACTOR shall provide Pre-placement training to a minimum of 14 approved API resource parents per contract year. (SOW Sec. 7.4.1.2.1))	CPM's will complete reviews as deemed necessary CONTRACTOR will obtain sign-ups of all API families that attend the pre-service training. CONTRACTOR will provide 4 Quarterly and one Annual report each year.	CONTRACTOR to provide a corrective action plan to the COUNTY with an explanation of the problem and the plan for correction. The COUNTY may impose a deduction from CONTRACTOR's invoice in the amount of $100 per occurrence.
5.	CONTRACTOR shall provide support services to API prospective families going through the approval process to become a resource parent by having bi-monthly contact with prospective resource families and monthly contact with approved resource parents (SOW Sec. 7.5.2 & 7.5.3) CONTRACTOR shall support enough families that 14 API families will become approved resource parents (SOW Sec. 7.5.4)	CPM will complete reviews as deemed necessary. CONTRACTOR will keep logs of all contacts with API prospective and approved resource families. CONTRACTOR will provide 4 Quarterly and one Annual report each year.	CONTRACTOR to provide a corrective action plan to the COUNTY with an explanation of the problem and the plan for correction. The COUNTY may impose a deduction from CONTRACTOR's invoice in the amount of $100 per occurrence.
6.	Prepare quarterly and annual reports and attach the monthly report to the invoice. (SOW Sec. 8.0)	CPM will receive and review quarterly and annual reports.	CONTRACTOR to provide a corrective action plan to the COUNTY with an explanation of the problem and the plan for correction.

USER COMPLAINT REPORT

RECRUITMENT, TRAINING, AND SUPPORT FOR ASIAN PACIFIC ISLANDER RESOURCE FAMILIES

This form is to be used by DCFS users of Recruitment, Training, and Support for Asian Pacific Islander Resource Families services to report service discrepancies and/or failure to provide services as specified. This User Complaint Report must be delivered immediately to the County Program Manager for this Contract.

Date of Report: _____ DCFS User Name: _____

DCFS Office Address: _____

Phone No. _____ E-mail Address: _____

Date(s) of Incident(s): _____

Below, please check the appropriate boxes and explain each incident separately:

☐ Contractor is not responding to messages.

☐ Contractor is/was not available or not responding to messages.

☐ Contractor making staff changes without notification to the County.

☐ Illegal or inappropriate behavior by Contractor.

☐ Contractor is/or has not been submitting reports or maintaining records as required.

☐ Contractor not complying with the quality assurance requirements as specified in the Contract.

☐ Other (describe):

_____

_____

_____

_____

_____

_____

AGENCY QUESTIONNAIRE/AFFIDAVIT

Agency Name: _____ Phone Number: _____
Agency Address: _____
Contact Person's Name: _____ Phone Number: _____
Contact Person's Email: _____

Question Number	Question	Response
1	Is your Agency prohibited from doing business in the State of California, or in the County of Los Angeles?	Yes ☐ No ☐
2	Is your Agency a 501 (c) (3) non-profit organization and have an exempt determination letters from the Internal Revenue Service and the California Franchise Tax Board?	Yes ☐ No ☐
3	Does your Agency have, or is your agency willing to establish an administrative business office within the County of Los Angeles?	Yes ☐ No ☐
4	Does your Agency currently have a Settlement Agreement with DCFS for repayment of monies owed to County?	Yes ☐ No ☐
5a	Is your Agency suspended, debarred, ineligible, or excluded from contracting with Los Angeles County?	Yes ☐ No ☐
5b	Does your Agency have principals who are suspended, debarred, ineligible, or excluded from securing federally, State, or locally funded contracts?	Yes ☐ No ☐
6a	Is your Agency in compliance with the Defaulted Property Tax Reduction Program (Los Angeles County Ordinance No. 2009-0026)?	Yes ☐ No ☐
6b	Is your Agency exempted from the Defaulted Property Tax Reduction Program pursuant to Chapter 2.206 of the Los Angeles County Code?	Yes ☐ No ☐
7	Is your Agency able to provide a culturally and linguistically competent Program Director who must possess, at minimum, a Bachelor's degree and two (2) years experience, within the last five (5) year, working as a leader in a social services program, where at least 51% of the client population whom the agency served was API?	Yes ☐ No ☐ If yes, provide the percentage ___%
8	Is your Agency able to provide culturally and linguistically competent staff who must possess, at minimum, a Bachelor's degree in social welfare, social work, marriage and family counseling or the equivalent; and two (2) years of experience in recruiting, training, and supporting prospective and existing resource parents?	Yes ☐ No ☐
9	Did your Agency have at least two (2) years of experience in providing culturally and linguistically competent recruitment, training, and support services to prospective and previously approved resource parents within the Korean, Chinese, and Filipino communities?	Yes ☐ No ☐
10	Is your Agency able to obtain the required liability insurance coverage?	Yes ☐ No ☐

I, _____(Name of Agency's authorized representative), certify that the responses on this Agency Questionnaire/Affidavit are true to the best of my knowledge.

Signature _____ Date _____
Title _____