

**ALLEGHENY COUNTY
DEPARTMENT OF HUMAN
SERVICES
OFFICE OF COMMUNITY SERVICES
FAMILY AND COMMUNITY
SUPPORTS**



**CONTRACTS
SPECIFICATIONS
MANUAL
2019-2020**

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**Office of Community Services
Bureau of Family and Community Supports**

Contract Specification Manual

Overview of Contracts Covered under this Contract Specification Manual

All community-based, family and youth programs funded through the Allegheny County Department of Human Services (DHS), Office of Community Services (OCS), Bureau of Family and Community Supports (FCS) are covered by the guidance and requirements within this manual. Programs include family support centers (FSCs), out-of-school time programs and services for transition-aged youth, as well as other specialized family and community programs (the “Program(s)”). These Programs are administered by Contractor’s that are defined as any agency that is contracted with DHS to provide the Programs.

All CONTRACTORS will adhere to the following DHS-wide policies:

1. DHS Inclusion Statement

DHS values inclusion and will take affirmative steps to recognize and respect all individuals and encourage full participation in all areas of agency work and practice without exclusion. DHS believes that each person should have the opportunity for an empowering, impactful and positive experience. DHS embraces the diversity of life experiences, cultures and identities in the fulfillment of its mission.

2. DHS Anti-Discrimination Policy

DHS does not discriminate against anyone on the basis of a protected class including: race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); or use of a guide or support animal because of blindness, deafness or physical disability.

3. Lesbian, Gay, Bisexual, Transgender, Queer or Questioning (LGBTQ) Standards of Practice

DHS has created LGBTQ Standards of Practice intended to provide guidance for CONTRACTOR’s staff to enhance their interactions with and service delivery to individuals who identify as LGBTQ. The City of Pittsburgh and Allegheny County have Human Relations Acts that prohibit discrimination based on sexual orientation, gender identity and expression (SOGIE). This means that programs cannot discriminate against individuals because of their sexual orientation or gender identity or expression, including those who are transgender. DHS offers SOGIE training to support best practices.

4. Language Access for Individuals with Limited English Proficiency (LEP)

DHS is committed to providing services that are culturally and linguistically appropriate, consistent with its organizational values, the needs of an increasingly

diverse population and Title VI of the Civil Rights Act of 1964, which protects individuals from discrimination based on race, color or national origin. CONTRACTORS are required to offer language assistance. Service CONTRACTORS with DHS contracts can access the negotiated rates offered to DHS by three language assistance companies.

5. National Voter Registration Act

This federal civil rights law requires CONTRACTORS to offer voter registration services to clients who are applying for benefits, recertifying their eligibility or changing their address.

REQUIREMENTS that are COMMON TO ALL OCS FCS CONTRACTORS

Each program will have an OCS/FCS lead and monitor.

Work Statement

The CONTRACTOR will provide family and youth support services as outlined in the Work Statement and incorporated as Exhibit A in the DHS agreement.

Service Profile and Program Budget

- The CONTRACTOR will submit a Service Profile by April 15th of each year that details program offerings and will execute it accordingly.
- Adjustments can be made during the year based on participant feedback, the needs of families and children, and/or changing conditions in the program and community. These changes should be made in writing to the OCS/FCS program lead and program monitor.
- The CONTRACTOR will submit a line item budget that will also include all sources of funds for the service that DHS is funding. A budget template is provided by the OCS/FCS program lead.
- In addition, the CONTRACTOR will complete the high-level budget template in MPER that does not have the same level of line item detail.

Reporting

CONTRACTORS that enter data in Synergy or KIDS must submit two reports per year to their DHS program lead and monitor:

- A mid-year reflection (July 1-December 31) by February 15th; will be used for planning for the next fiscal year
- An end-of-year report (July 1- June 30th) each year by August 15th or one month after a template is provided (if applicable)

In addition to verifying the data that has been entered into Synergy or KIDS, reports must include highlights of the program's accomplishments and challenges for each period. A template will be provided by the program lead.

- *CONTRACTORS that do not enter data into Synergy or KIDS*, will submit a quarterly report that shows the number of families, individuals and/or youth served as well as highlights of the program's accomplishments and challenges for each period. The fourth quarter report will be the year-end report. A template will be provided by the program lead.
- All reports must be thorough and submitted on time.

Staffing

- Act 33/34 and FBI Clearances - All staff and volunteers must have these clearances to work in the Programs. No staff or volunteers without a current clearance (required every five years) shall be alone with children.
- DHS requires Contractors to get yearly disclosure statements from staff that they have not had any Act 33/34 or FBI violations. See link below for form that must be signed by employee and kept on file.

http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_262137.pdf

- A newly passed National Sex Abuse Clearance through the National Sex Offender Registry (NSOR), is required for child care centers. OCS/Family and Community Supports is broadening this to include anyone who interacts with children. As a result, NSOR "will verify that a check of the NSOR was conducted and the individual can work for a regulated child care provider or cannot work for a regulated child care provider." This requirement is in addition to Act 33/34 and FBI clearances. It's free, will be coming out soon and will need to be completed by July 1, 2020. See link below.

<https://files.constantcontact.com/3e3d36fe201/c81cc9f5-9c10-4f31-98a4-a134e9d4505e.pdf>

- Mandated Reporting
 - All staff are mandated reporters. As such, they are ***legally required*** to report any suspicion of child abuse or neglect to the relevant authorities. These laws are in place to prevent children from being abused and to end any possible abuse or neglect at the earliest possible stage. Reporters must make an immediate and direct report of suspected child abuse to ChildLine at 1-800-932-0313 or electronically at www.compass.state.pa.us/cwis If a child is in immediate danger, call 9-1-1.
 - Mandated reporter training is required for all staff every five years. The certificate will be kept in the staff file along with clearances and other training documents.
 - CONTRACTORS must document that staff have been trained.
- Job description must be available for every position in the staff file. All staff must meet the requirements of the position for which they were hired.
- All staff must be evaluated at least yearly.

- A valid PA Driver's License is required for any staff transporting Program participants.
- CONTRACTOR should notify program lead and monitor of staff changes as soon as possible.

Program Facilities

- The Program should be located in an accessible, central location within the community.
- The outside of the facility must be clearly marked to let people know that the Program is operating inside.
- The outside of the facility must be well-maintained and welcoming to families, children and community members.
- Program space, equipment and materials must be appropriate, suitable and accessible and should accommodate one-on-one adult/child activities as well as group activities.
- If there is not enough space for large group activities, there must be a clear plan for how to accommodate larger gatherings.
- Décor must reflect the community being served.
- The inside space must be well-maintained, and toys must be sanitized as prescribed for use by children.
- If an individual or family cannot access the program space, special accommodations must be made so that they can participate.
- If relocation of the Program is being considered, the CONTRACTOR must communicate the details and any budget implications to the program lead for approval prior to the move.

Confidentiality

Staff are required to participate in HIPAA training and adhere to HIPAA guidelines to ensure that:

- Confidentiality is protected, e.g., locked files, password protected electronic data and private space for one-on-one conversations.
- Staff does not share participant information with others (this does not include staff case conferencing meetings that are held in a private space).
- Family members sign a release of information to share information with another CONTRACTOR.

Safety Protocols

- Emergencies
 - CONTRACTORS are required to have written safety protocols and maintain documentation of emergency drills including fire drills and any other protocols (e.g., active shooter, lock down).
 - CONTRACTORS must post emergency drill protocols at the facility along with emergency exit information.

- CONTRACTORS must review these protocols with all staff, families and children so that they know what to do in case of an emergency.
- Incidents
 - Incidents include, but are not limited to, fights, injuries, accidents, faulty equipment or mechanicals, unhealthy conditions, and police activities that occur on site or near the facility.
 - CONTRACTORS must inform program lead and monitor, within 24 hours, of all incidents involving staff and program participants.
 - Incident reports and the final disposition of the incident must be kept on file.
 - Incidents that involve staff or families that do not occur on site also should be reported to program lead and monitor.
 - Incidents involving a CONTRACTOR's vehicle must also be reported, regardless of whether families were being transported at the time of the incident.
- No weapons are permitted on site.
- No substances (e.g., alcohol, drugs, tobacco) may be used by any staff or participant on site or right outside of the facility.

Administrative Requirements

- CONTRACTORS must attend system training prior to use of MPER, KIDS, Synergy or any other DHS system.
- CONTRACTOR staff responsible for contracts and budgets must attend the annual contract technical assistance/contract engagement meeting. Notification of the meeting will come from the contract unit or program lead.
- CONTRACTORS must attend all meetings required by OCS/FCS.

Programming Monitoring

- Goal: To work with CONTRACTORS to enhance the quality of service delivery to Allegheny County citizens by achieving program compliance, ensuring quality service delivery and providing technical support when needed
- Principles
 - Collaborative – Working together
 - Transparent – Open, truthful, clear expectations
 - Supportive – Being available, helpful, connected
 - Objective – Non-judgmental, standards-based
 - Strengths-Based – Built on what is positive (e.g., what's working), focus on improvement
 - Accountable – Accept responsibility and take ownership of process and outcomes
- Monitoring Guidelines
 - Typically, a CONTRACTOR will be monitored once a year, through either:
 - A formally scheduled and announced on-site visit with a CONTRACTOR using a standardized set of criteria for assessment, or

- A review of CONTRACTOR documentation accessed in an information system, data dashboard or from CONTRACTOR report submissions; occurs at fixed, transparent intervals using a standardized set of criteria
- More frequent monitoring may occur if:
 - Prior monitoring highlighted issues or concerns
 - Follow-up is required
 - The program is new
- Results will be documented in a letter to the CONTRACTOR and in the Integrated Monitoring Tool (IMT), designed to be the central repository for monitoring-related documentation.
 - Documents included in the IMT:
 - Monitoring notification letter
 - Monitoring results/follow-up letter, will be sent within 30 days and include the outcome of the visit and any required next steps
 - Monitoring tool template, which includes a list of requirements and benchmarks against which the CONTRACTOR will be evaluated
 - Completed monitoring tool
 - Corrective action plan prepared by the CONTRACTOR to address any identified deficiencies
 - Signed monitoring engagement form that indicates that a monitoring visit has taken place; includes a monitoring debriefing
 - Monitor Standards of Practice/ CONTRACTOR Feedback Form – supports opportunities for continuous quality improvement in the monitoring process
 - Documents are categorized into four main groups:
 - Administration and Personnel
 - Policy and Procedure
 - Service Delivery
 - Monitoring
 - To access the IMT application, go to <https://www./imt.county.allegheny.pa.us>
 - For assistance, email DHSMonitoring@AlleghenyCounty.us

412 Youth Zone

Program Services

Eligibility

- Youth ages 16-23, adjudicated dependent and in child welfare placement after 14th birthday and/or youth experiencing housing instability
- The 412 Youth Zone is responsible for determining client eligibility.
- DHS is responsible for providing IT system training to support these efforts.

Policies & Best Practices

- The 412 Youth Zone follows all requirements in Pennsylvania's Office of Children, Youth and Family (OCYF) Bulletin Number [3130-14-01](#), Youth Independent Living Services Guidelines.
- In addition, 412 Youth Zone management maintains a working knowledge of national best practices for serving the program's target population and adjusts services to align with national research.

Values

- Services are youth-driven and individualized.
- Services are focused on supporting clients to achieve equitable, positive outcomes.
- Services are designed to teach life skills that result in clients becoming connected, productive adults in their communities.

All 412 Youth Zone services are aligned with the program's values:

- All people need authentic relationships with caring adults and peers.
- We assume positive intent, i.e., every one of us and every young person is doing the best s/he can to meet their basic needs with the skills s/he currently has.
- We are committed to cultivating, every day, a Zone that respects:
 - Non-violence
 - Emotional intelligence
 - Social learning
 - Open communication
 - Democracy
 - Social responsibility
 - Growth and change
- Young people are the experts about their lives.
- Everyone is capable of change and everyone deserves the chance to change; change is an iterative process that includes progress, retreats and stagnation.
- Each young person we encounter has great potential to make a positive contribution to our community.

Staffing

412 Youth Zone maintains a staff of skilled professionals with a clear understanding of adolescent and young adult development, knowledge of major life transitions, and cultural competence and awareness.

- All staff positions meet the qualifications as required by DHS.
- 412 Youth Zone maintains a diverse team of staff that is reflective of the population of clients served. Clients have the option to work with professionals that make them feel most comfortable in terms of race, ethnicity, gender identity, sexual orientation, spiritual beliefs, disability, socioeconomic status and background, communication style, personality, interests and personal life experience.
- Auberle utilizes job recruitment strategies tailored to ensure that the pool of job applicants reflects the population of young people served at the 412 Youth Zone. This includes specifically recruiting African American/Black candidates, since 60 percent of the Youth Zone population is African American/Black.
- 412 Youth Zone leadership determines the training needed for program staff. This includes training and support related to mental health, trauma and cultural competency/implicit bias.

Facility

- 412 Youth Zone maintains a facility environment that is desirable to young adults who are eligible for the program.
- The facility is always clean and safe.
- 412 Youth Zone gathers client feedback on an ongoing basis to continue modifying the environment to meet youth's needs and preferences.
- Hours
 - Monday – Thursday: 11 am – 7 pm
 - Friday: 11 am – 5 pm
 - Saturday: 11 am – 3 pm
- 412 Youth Zone management notifies the contract monitor of emergency facility closures.
- 412 Youth Zone also notifies the contract monitor of any construction changes that will be made to the program facility.

Behavioral management

- Behavioral management is part of ensuring a safe and welcoming environment at the 412 Youth Zone facility.
- 412 Youth Zone utilizes the Sanctuary model, a national trauma-informed framework for all behavioral management strategies.
- 412 Youth Zone consistently responds to behavioral concerns by maintaining an internal behavioral health management policy that all staff follow.
- 412 Youth Zone Management notifies the contract monitor of any changes to Auberle's Behavioral Management Policy before they are finalized. The most recent copy as of this writing is Revision #4, Revised 11/9/2018.
- 412 Youth Zone also follows DHS's *Critical and Unusual Incidents and Required Notification for IL Services* policy (full policy is in the CYF contract specs manual for Independent Living).

Community-based services

- 412 Youth Zone clients may meet with their youth coach at the program facility but are not required to do so in order to access case management services.
- 412 Youth Zone engages in communication efforts to ensure that youth know that they are not required to visit the drop-in center to access services. This includes educating child welfare caseworkers and other supports working with potential clients.
- Youth coaches meet with their clients in the community at a location and time that is convenient for the youth.
 - This applies to all clients, including young people who are temporarily unable to utilize the program facility because they are in the process of completing a Moving Forward Plan for behavioral management.
 - This is one of the metrics tracked using the outcome report provided by DHS and reviewed in partnership with the contract monitor.

Case Management

- Quality case management is a critical component of 412 Youth Zone service delivery.
- All direct service staff assist youth with achieving their goals, but formal case management is the responsibility of the youth coaches and supervisors.
 - For clients active with child welfare, the youth coach actively supports child welfare's case planning process.
 - For all non-active clients, the youth coach takes the lead case management role by creating a plan with the youth, documenting goals and action steps, and coordinating with all team members to support the young person's needs.
- Best Practices
 - 412 Youth Zone aligns its case management processes with best practices in the field, specifically [Quality Case Planning with Young Adults in Extended Foster Care](#). Critical elements of the quality case planning process include:
 - Ongoing efforts to connect young people with supportive adults and to help these relationships become lifelong
 - Support for young people to understand and manage their unresolved feelings of grief and loss and create a sense of closure so they can move forward with permanent connections
 - A focus on fostering self-determination and resiliency by providing young people with skills that will serve them throughout all major life transitions, not only the transition from adolescence to adulthood
 - Accessible assessments of cognitive, social and emotional development status
 - Case plans that are strengths-based and directed by the young person
 - Preparation of young adults to lead and actively participate in the case planning process
 - Active involvement of informal supports, including family members, caregivers, friends and peers, in the planning process

- Clear lines of accountability regarding who is responsible for ensuring the case plan is carried out
- Case Openings and Closures
 - 412 Youth Zone follows the *Referrals and Roster Development Policy*.
 - 412 Youth Zone Management notifies the Contract Monitor of any changes to this policy before they are finalized. The most recent copy as of this writing is Revision #3, Revised 11/9/18.

Contact

- Frequency and type of contact is tailored to the individual needs and preferences of the youth.
- Youth coaches complete an in-person face-to-face contact, at the very least, every 90 days.
- Nearly all clients receive much more frequent contact, including face-to-face meetings at the facility and/or in the community or by phone, Skype/FaceTime and text messages/Facebook messenger.

Team Meetings

- For child welfare active cases, youth coaches always attend transition plan meetings for their assigned youth.
 - If youth coaches cannot attend, they request that their supervisor or another staff member attend in person or by phone in their place.
 - Transition plans are scheduled by child welfare annually, but the youth coach can request an updated transition plan or child welfare team meeting as needed.
- For cases that are not child welfare active, the youth coach is the lead case manager and therefore is responsible for coordinating team meetings with appropriate parties as needed.
 - Team meetings can take different forms depending on the youth's situation. Two examples of team meetings are goal planning meetings and crisis system planning meetings.
 - Goal planning meetings are driven by the youth, who decides who will attend.
 - The purpose of goal planning meetings is to discuss goals with the young person and determine how they will work with their youth coach and other supports to achieve the future they envision for themselves.
 - This includes a formal meeting in a place that is comfortable for the young person, such as their home or the 412 Youth Zone facility.
 - It also includes informal settings where goal planning is incorporated, such as engaging in a sport, eating a meal, or driving somewhere with their youth coach.
 - Crisis system planning meetings are scheduled on an emergency basis when a youth is in crisis.
 - The youth coach includes all system partners in these meetings; the youth may or may not attend.
 - These meetings may take place in person, by phone or by email.

- 412 Youth Zone collaborates with all agencies and systems involved in clients' lives. When multi-system case coordination becomes challenging, staff know to make a referral for a DHS integrated teaming meeting.

Collaboration

- Communication with system partners
 - When assigned to a youth, the youth coach reaches out to all team members involved in the case (including, as applicable: child welfare caseworker, transition planner, educational liaison, YVLifeSet specialist, youth support partner, service coordinator and supports coordinator) to introduce themselves, offer support and request to be included on case communications including team meetings.
 - The youth coach maintains consistent contact with active supports (both professional and natural supports) as guided by the client's preferences, on an ongoing basis as relevant to their goal planning with the client.
 - Youth coaches and supervisors are assigned to specific child welfare regional offices to function as key connectors to Youth Zone programs and services.
- Community Partnerships
 - 412 Youth Zone is the central hub of services for independent living-eligible and homeless young adults in Allegheny County. To maintain the requirement of serving as a "one-stop-shop," the 412 Youth Zone maintains a vast and diverse variety of partnerships to meet the varying needs, interests and preferences of clients.

Outcomes

- 412 Youth Zone engages in continuous quality improvement driven by both qualitative and quantitative data.
 - Qualitative Data
 - 412 Youth Zone conducts a youth survey at least annually.
 - A draft of the survey method and content is shared with the contract monitor before the survey is distributed.
 - The survey results and any resulting program changes are shared with the contract monitor and clients.
 - Quantitative Data
 - 412 Youth Zone also provides a variety of mechanisms for clients to share feedback on an ongoing basis.
 - DHS and 412 Youth Zone work in partnership to review quantitative data reports produced by DHS's Office of Analytics, Technology and Planning.
 - Reports include goal progress data (for clients served) and outcome data (for discharged clients).

Documentation

- 412 Youth Zone documents in the Synergy-IL application as requested by the contract monitor. 412 Youth Zone is responsible for documenting the following:
 - Contact information
 - Education screen
 - Employment screen

- Youth summary screens
- Contact notes
- Goals and action steps
 - 412 Youth Zone follows the *Documentation Policy*. 412 Youth Zone management notifies the contract monitor of any changes to this policy before they are finalized. The most recent copy as of this writing is Revision #4, Revised 4/13/18.
 - Documentation requirements will be updated to incorporate expectations specific to goal planning and action steps.

Systems Change

As Allegheny County's primary independent living CONTRACTOR, 412 Youth Zone participates in collaborative workgroups aimed to improve the County's service delivery for transition-aged youth. Examples of these groups include Systems Improvement Through Youth, Homeless Case Conferencing and the Older Youth Workgroup.

FAMILY SUPPORT CENTERS (also referred to also as FSC or Center) AND OTHER FAMILY-SERVING PROGRAMS

Programming

- Programs and services must be designed to help families increase their protective factors as indicated in FSC's service profile.
- There should be a variety of programs and activities offered to families, e.g., home visiting, parenting education, parent/child activities, parent/peer support, parent cafés, presentations, drop-in.
- A calendar of events will be posted in the FSC showing all the activities and programs. The calendar for the month should be entered into Synergy before the end of the previous month.

Enrollment

- The FSC will maintain active enrollment as specified in its service profile.
- Enrollment will include the families that attend Center-based activities (regularly or sporadically) as well as those receiving home visiting services.
- Every attempt should be made to enroll any family that participates in services provided at the Center.
- The FSC will enter into Synergy the names of families that drop in for activities at the Center but who are not yet enrolled.

Service Hours

- FSCs provide year-round services. The service profile will indicate when the FSC will be closed for holidays or in-service days.
- FSCs are expected to be open five days per week.
- To accommodate families, the FSC must provide evening programming at least one evening per week.
 - Staff schedules should be fair and flexible to accommodate evening hours (in compliance with IRS regulations).
 - FSCs should survey prospective families for the hours that they are able to participate in programming.
 - In addition to enrolled families, the community must be made aware of these later hours.
- A staff member must always be present during Center hours to accommodate enrolled families who may want to drop-in with their children and/or those who want to mingle with other families. This also serves community members who choose to drop in to learn more about the Center.

Referrals

- FSCs are not expected to be all things to all families. If specialized services would benefit a family, referrals should be made using a warm handoff approach.
- Centers will track referrals in Synergy so that they will know whether the family is receiving the services for which they were referred.

Documentation

- The specific FSC documents expected to be in the Synergy-Family Support application, will be published as an addendum to this manual.
- Data for the month must be entered accurately by the 5th of the following month (for example, May data must be entered by June 5th).

Reporting (refer also to *Requirements that are Common to All* section on page 2 of this manual)

- Centers must keep Synergy data entry up-to-date to maintain accurate information about the services in which families are participating.
- DHS will provide mid-year and year-end Synergy data to CONTRACTORS.
- In addition to reviewing the Synergy data, Centers will submit mid-year reflection and year end reports on the DHS-provided template.
- Site directors should check monthly to ensure that all data is entered.
- The synergy team and monitors will hold an annual feedback session with each lead agency and Center.

Professional Development/Training

- The Office of Child Development will coordinate and convene professional development and training for the family support network, in partnership with DHS and other key stakeholders and partners.
- All site directors and Family Development Specialists are required to attend monthly 3-hour professional development sessions. These sessions will provide core content in the following areas:
 - Site directors:
 - Staff supervision
 - Engaging with families and community partners
 - Family centeredness (through site visits)
 - Effective use of data and ongoing Synergy support
 - Specialized Services 101 (mental health, child welfare, drug and alcohol, inclusivity, etc)
 - Family Development Specialists:
 - Building relationships with families
 - Connecting families to services
 - Confidentiality and privacy
 - Effective use of data and ongoing Synergy support
 - Specialized Services 101 (mental health, child welfare, drug and alcohol, inclusivity, etc.)

- In addition to this regular monthly training, the following trainings are required when applicable:
 - **New Staff Training:** All new staff must attend pre-service orientation training at the earliest date offered after starting employment.
 - **Programmatic Professional Development:** Staff who provide evidence-based/evidence-informed home visiting and/or groups are required to participate in the associated professional development training. This includes Parents as Teachers, Nurturing Parenting, Family Check Up, ACT, Parent Cafes and 24/7 Dads. These will be coordinated by OCD when possible but may also be coordinated by the lead agency.

- **Standards of Quality for Family Strengthening and Support training:** As members of the national family support network, we expect staff members to be trained in the standards of quality. Staff are also encouraged to participate in optional training offered throughout the year depending on need, interest and capacity. Decisions on which trainings to participate in should be made in partnership with leadership (lead agency and/or site director).

- **The Strengths-based Family Worker Credential training** is offered annually and is recommended for staff. It is coordinated by the DHS Integrated Program training team at DHS

Vans/Transportation

- The primary purpose of the vans is to address family access to transportation. The following are acceptable uses of the vans:
 - Health care and other social service appointments (e.g., prenatal, well-baby, WIC, mental health treatment, substance use treatment, early intervention)
 - Center-based activities and programs for families including groups, family fun nights, holiday celebrations, parent council meetings, etc.
 - School visits for parents of children who will be enrolling in kindergarten and/or for parents new to the community and its schools
 - Job-related appointments
 - GED classes
 - Benefit enrollment
 - Grocery shopping
 - Court appointments
 - Parent leadership activities such as Community Voices
 - Legislative visits
 - Center visits for families that may be interested in learning about the services
- Vans may also be used by staff to pick up supplies for the Center.
- Only under special circumstance are vans to be used by staff for making home visits or attending trainings.

- Centers must enter van usage data into the transportation report in Synergy. There are many options for use including “Other (Specify)”. This “other” option should not be used unless the use is specified.

OUT-OF-SCHOOL TIME (also referred to as OST or afterschool/summer)

Programming

- Programs and activities outlined in the service profile will be well-planned, organized, implemented and tracked.
- Input from youth and parents should be sought in order to develop programs that would pique youth's interests; this should be reflected in the service profile.
- Programs and services must provide enrichment activities for youth based on youths' interests and designed to expose them to new experiences.
- There must be a variety of programs and activities offered to youth (e.g., physical activity, table games, reading, STEAM activities, activities that promote social and emotional learning).

Positive Connections

- CONTRACTOR must conduct a parent orientation at least once a year.
- Staff must actively engage students in activities.
- CONTRACTOR must build a relationship with the schools that students attend; this is particularly important if the program has a strong academic focus.
- CONTRACTOR is expected to build relationships with other community resources that could offer enrichment experiences for the youth.

Enrollment

- The OST program will maintain a list of actively-enrolled youth (both regular and occasional attendees).
- In each fiscal year, an enrollment form/packet for each enrolled youth must be completed in full and signed by parent/caregiver.

Fee-for-Service or Unit Funding

- All OST programs will be fee-for-service funded based on a daily rate (per diem).
- CONTRACTORS' total allocation and fee-for-service rate will be entered in MPER prior to the start of the fiscal year.

Service Hours

- OST CONTRACTORS that offer programs year-round must indicate, in their service profile, the start and end date for after-school programs and the start and end date for summer programs.
- If the program is closed for holidays or any other reason, these dates should be included in the service profile and communicated to parents/caregivers.
- If the program follows a school calendar, that calendar should be attached to the service profile.
- OST programs are expected to be open five days per week; if the program operates fewer days, an explanation must be given.
- A day should consist of no fewer than two hours.

- If a program is open on days when the school district is closed, summer rates will apply.
- Any changes in schedules must be communicated to parents immediately and to the program monitor within 48 hours.

Program Calendars

- An after-school calendar must be maintained showing all planned activities.
 - The calendar must be posted at the program site for parents and youth to see.
 - The OST CONTRACTOR will also send it to the OST coordinator and the monitor prior to the beginning of each month.
- A summer calendar must be maintained showing all scheduled activities, including any planned field trips.
 - The calendar must be posted at the program site for parents and youth to see.
 - The OST CONTRACTOR will also send the calendar to the OCS/FCS program lead and monitor no later than June 1st.

Field Trips

- Trips will be invoiced at the daily rate.
- Programs are expected to fundraise for the full costs of trips.
- Tickets for Kids should be utilized to the greatest extent possible to minimize the cost.

Referrals

- OST programs are not expected to be all things to all youth. If specialized services are indicated, the CONTRACTOR will discuss a referral with the parent/caregiver. Any referrals should be made using a warm handoff approach.
- Referrals should be tracked in contact notes.

Data Entry

- CONTRACTORS must enter accurate and timely data in the KIDS system for billing as specified in training and by the program leads.
- In addition, CONTRACTORS will complete a monthly survey report on the number of days open, successes, challenges and monthly calendar.

Professional Development

- Staff must be well prepared to work with students.
- Training must include, but is not limited to, the following:
 - Trauma-informed care
 - Staff should understand trauma and its effects, including historic trauma.
 - Training should result in staff being aware of any changes in demeanor of students and report it to the program director.
 - DHS is available to provide Trauma-informed care training for OST staff.
 - Mental health first aid

- Staff should be able to identify common mental health symptoms in students.
- DHS is available to provide mental health first aid to OST staff).
- Sexual Orientation, Gender Identity and Expression (SOGIE)
- Mandated reporting
- HIPAA training

Allegheny Partnership for Out-of-School Time (APOST)

- All OST CONTRACTORS must be APOST Quality Campaign Members.
- The OST CONTRACTOR will utilize professional development opportunities offered through APOST to enhance their ability to work with youth.

Transportation

- All vehicles used for transporting students must be inspected on a regular basis and the inspections documented and available for review by the program monitor.
 - All vehicles must be insured, and the current insurance card and registration must always be kept in the vehicle.
 - If transportation is used to transport students, a transportation agreement must be kept on file for all students using this service.
 - All staff responsible for transporting students must have a valid Pennsylvania driver's license with a copy kept in their personnel file.
 - Accidents – if an accident occurs with students in the vehicle *or not*, it should be reported to DHS within 24 hours. An incident report must be completed and submitted to the program lead or monitor.
 - Youth count –CONTRACTOR must ensure that all youth are accounted for by doing a head count. After parking, staff should thoroughly check to make sure that no child was left on the van. Staff must sign off on a form indicating the date and time that the van was checked and by whom.
 - If transportation is provided for field trips, a head count must be taken when the vehicle arrives at the location, taken again when boarding the vehicle for the return trip, and again when the vehicle arrives back at the program.

Documentation

The following must be on file and will available for review by the program monitors:

- Student files
 - Current enrollment/application form signed by the parent
 - Enrollment packet:
 - Emergency contact phone number (other than parent)
 - Medical release form
 - Allergy and pertinent health information
 - Behavior and discipline policy signed by parent
 - Contact notes

- Copy of report cards (when available and as related to program outcomes)
- Transportation agreement
- Record of attendance (sign-in and sign-out by youth and/or parent)
- Incident reports
- **Staff Files**
 - Letter of Hire
 - Act 33/34 - Child abuse and state police clearances dated within 90 days of hire and every five years
 - Act 114 – FBI fingerprint criminal background check dated within 90 days of hire and every five years
 - Mandated reporter training documentation
 - Documentation of participation in staff orientation
 - Documentation of participation in trauma-informed care, mental health first aid, SOGIE and safety
 - Documentation of CPR/first aid
 - Valid PA driver's license if responsible for transporting youth
 - Volunteers must also have Act 33/34 and 114 clearances
 - Code of Conduct signed by staff
- **Administrative Files**
 - Sign-in sheets
 - Documentation of emergency drills policy
 - Documentation of fire drills policy
 - Up-to-date information in MPER and KIDS
 - Student count forms for drop-off and pick-up
 - Copy of current vehicle insurance card and registration (must also be in vehicle)
 - Vehicle inspection check list including, but not limited to, seat belts and tires
 - Proof of up-to-date state inspection

ACRONYMS AND DEFINITIONS: Common to All Programs

KIDS (Key Information and Demographics System) *: the electronic data management system designed to support and integrate the case management and fiscal aspects of children's services for DHS; used to submit all fee-for-service invoices

MCI (Master Client Index) *: listing of all clients included in the DHS data warehouse

MPER (Master Provider Enterprise Repository) *: a web-based system that is the single source of records and related data (e.g., contracts, facilities, services) for all DHS-contracted entities. CONTRACTORS are responsible for keeping their information (contacts, address, phone numbers, facilities) current.

* For assistance with any of these systems, CONTRACTORS should contact the DHS Service Desk.

DAL (Director's Action Line): Call 1-800-862-6783 for information and to resolve concerns or complaints about any DHS service; can also be used to provide positive feedback.

Warm Handoff: the preferred method of referral, requires a face-to-face introduction of the client to another provider or specialist

ACRONYMS AND DEFINITIONS used in Family Support Centers

ASQ (Ages and Stages Questionnaire): a child development screening used to help parents understand their child's development and to make a referral, if indicated, to an early intervention provider

Center Aide: staff responsible for organizing Center-based activities; titles may vary by lead agency

Evidence-based Practices:

- **ACT**: a nine-session group-based parent education program
- **FCU (Family Check Up)**: an evidence-based home visiting model used at some Centers
- **PAT (Parents as Teachers)**: an evidence-based home visiting model used at many Centers

EI (Early Intervention): supports and services designed to build and enhance the natural learning that occurs in a child's early years; Allegheny County's three EI providers complete assessments of children for whom there is a developmental concern and provide services for children who are determined to be eligible.

- AFIT (Alliance for Infants and Toddlers): the EI service coordination agency for families of children, ages birth to three years, with developmental concerns
- DART: Pre-school intervention serving eligible children in Allegheny County (outside the City of Pittsburgh), ages 3 through 5, with developmental delays or disabilities
- Pittsburgh Public Schools Early Intervention Program: evaluates and serves eligible children in the City of Pittsburgh, ages two years and nine months through age 5

Family: based on the Standards of Quality for Family Strengthening and Support, “families consist of at least one adult and one child who are related biologically, emotionally or legally. Families may consist of one parent, two parents, grandparents, foster parents, legal guardians, or they may arise from a need for mutual support;” for FSC purposes, “parent” should be taken to mean any primary caregiver of a child

Family Development Specialist: provides direct services to families, including one-on-one home visits, group facilitation, and planning and implementation of programs and activities

FSC (Family Support Center): FSCs in Allegheny County are known by a few different names (e.g., family support center, family center, family care connection, Center for Nurturing Families)

Lead Agency: provider with whom DHS contracts to ensure that administrative, contractual and programmatic requirements are being met for one or more FSCs

Nurse (currently in place only at Children’s Hospital’s 6 FSCs): functions as a liaison between pediatrician and mother, provides pre- and post-natal education (including breast or formula feeding), nutritional and health screenings

OCD (Office of Child Development): an office of the University of Pittsburgh with which DHS contracts to provide professional development for FSC staff

OCDEL (Pennsylvania Office of Child Development and Early Learning): an office of the Commonwealth, jointly overseen by the PA Departments of Human Services and Education and focused on creating opportunities for PA’s youngest children to develop and learn to their fullest potential through a framework of supports and systems that help ensure that children and their families have access to high quality services; provides funding to DHS to support FSCs that offer evidence-based home visiting programs (e.g., PAT, FCU). OCDEL is also supporting FSC efforts to address opioid and other substance use.

Protective Factors: conditions or attributes that mitigate or eliminate risk in individuals, families and/or communities; protective factors help parents to find resources, supports or coping strategies that allow them to parent effectively, even under stress. Research has shown that protective factors are linked to a lower incidence of child abuse and neglect. They include:

- Knowledge of parenting and of child and youth development

- Parental resilience
- Social connections
- Concrete supports for parents
- Social and emotional competence of children

Quality Standards for Family Strengthening and Support: developed in California and adopted by the National Family Support Network; provide common language and expectations in the family support and strengthening field, including FSCs. The standards are built on family support principles and the protective factors frameworks. They include:

- Family centeredness
- Family strengthening
- Embracing diversity
- Community building
- Evaluation

Site Director: the staff person with day-to-day responsibility for an FSC, including supervision of staff, Center operations, scheduling, and planning programs and activities; ensures that parents are participating in decision-making in areas such as program/activity selection and hiring of staff. The staff person with these responsibilities may have a different title based on the lead agency.

Synergy: a DHS data platform that hosts multiple DHS applications including the FSC application

Van Driver: staff person, with a valid PA driver's license, who schedules and provides transportation to Center programs/activities, grocery stores, health and social service appointments, etc.

ACRONYMS AND DEFINITIONS used in Out-of-School Time Programs

APOST: Allegheny Partners for Out-of-School Time

GPA: Grade Point Average

OST: Out-of-School Time includes after school, before school and summer programs for school-age youth

PATHS (Promoting Alternative Thinking Strategies): an evidence-based program focused on social and emotional learning

PPS: Pittsburgh Public Schools

SEL: Social and emotional learning

SNAP: a proven program that teaches children with behavioral problem to make better choices in the moment

STEAM: Science, Technology, Engineering, Arts and Math

STEM: Science, Technology, Engineering and Math

DOING BUSINESS WITH DHS

For more information about *Doing Business with DHS*, click on this link <https://allegHENYcounty.us/Human-Services/Resources/Doing-Business.aspx> and it will provide you with information on the following:

- Current CONTRACTORS
- Prospective CONTRACTORS
- Solicitations (RFP/RFQ/RFI)
- Contract Monitoring
- Data Processing Systems
- Policies
- Standards of Practice
- Trainings
- Communiques
- Education
- Housing
- Immigrants and Internationals
- Incarceration Support
- LGBTQ
- Media
- Publications
- Research and Reports
- Safety and Consumer Protection