

**FIRST AMENDMENT  
PROFESSIONAL SERVICES AGREEMENT  
BY AND BETWEEN  
COUNTY OF HUMBOLDT  
AND  
REDWOOD COMMUNITY ACTION AGENCY  
FOR FISCAL YEAR 2018-2019**

This First Amendment to the Professional Services Agreement dated April 9, 2019, by and between the County of Humboldt, a political subdivision of the State of California, hereinafter referred to as "COUNTY," and Redwood Community Action Agency, a California non-profit entity, hereinafter referred to as "CONTRACTOR," is entered into this 22 day of October, 2019.

WHEREAS, the parties now desire to amend certain provisions of the Professional Services Agreement to increase the budget for federal fiscal years 2019-20 and 2020-21 should the options to renew for those fiscal years be utilized;

NOW THEREFORE, the parties mutually agree as follows:

1. Section 4A. Maximum Amount Payable is hereby amended to read as follows:

"The maximum amount payable by COUNTY for services rendered, and costs and expenses incurred, pursuant to the terms and conditions of this Agreement is One Million Sixty-Eight Thousand Six Hundred Forty Seven Dollars (\$1,068,647.00) over the potential three year term. In no event shall the maximum amount paid under this Agreement exceed Three Hundred Fifteen Thousand Eight Hundred Thirty Three Dollars (\$315,833.00) for federal fiscal year 2018-19, Three Hundred Seventy Six Thousand Four Hundred Seven Dollars (\$376,407.00) for federal fiscal year 2019-20, and Three Hundred Seventy Six Thousand Four Hundred Seven Dollars (\$376,407.00) for federal fiscal year 2020-21, should the options to renew this Agreement for two, 1-year terms be utilized. CONTRACTOR agrees to perform all services required by this Agreement for an amount not to exceed such maximum dollar amount. However, if local, state or federal funding or allowance rates are reduced or eliminated, COUNTY may, by amendment, reduce the maximum amount payable hereunder or terminate this Agreement as provided herein."

2. Section 7. REPORTS is hereby amended to read as follows:

"CONTRACTOR agrees to provide COUNTY with any and all reports that may be required by any local, state and/or federal agencies for compliance with this Agreement. CONTRACTOR shall submit one (1) hard copy and one (1) electronic copy of any and all reports required hereunder in a format that complies with the Americans with Disabilities Act and any other applicable accessibility laws, regulations and standards. Any and all reports required hereunder shall be submitted in accordance with any and all applicable timeframes using the format required by the State of California as appropriate. Reports shall be submitted no later than fifteen (15) days after the end of each calendar quarter."

3. Exhibit A- Scope of Services is hereby amended for federal fiscal years 2019-20 and 2020-21 only, should the options to renew this Agreement for two, one-year terms be utilized. This modified Exhibit A – Scope of Services is attached hereto and incorporated herein by reference. The modified Exhibit A – Scope of Services attached hereto shall supersede any prior versions thereof only for federal fiscal years 2019-20 and 2020-21. The Exhibit A - Scope of Services in the original Agreement for federal fiscal year 2018-19 remains in effect for that time period.

4. Exhibit B – Schedule of Rates is hereby amended to add the modified federal fiscal years 2019-20 and 2020-21 Exhibit B-Schedule of Rates should the options to renew this Agreement for two, 1-year terms be utilized. This modified Exhibit B – Schedule of Rates is attached hereto and incorporated herein by reference. The modified Exhibit B – Schedule of Rates attached hereto shall supersede any prior versions thereof only for federal fiscal years 2019-20 and 2020-21.

Except as modified herein, the Professional Services Agreement executed on April 9, 2019 shall remain in full force and effect. In the event of a conflict between the provisions of this First Amendment and the original Professional Services Agreement, the provisions of this First Amendment shall govern.

[Signatures on Following Page]

IN WITNESS WHEREOF, the parties have entered into this First Amendment as of the first date written above.

**TWO SIGNATURES ARE REQUIRED FOR CORPORATIONS:**

- (1) CHAIRPERSON OF THE BOARD, PRESIDENT, OR VICE PRESIDENT; AND
- (2) SECRETARY, ASSISTANT SECRETARY, CHIEF FINANCIAL OFFICER OR TREASURER.

**REDWOOD COMMUNITY ACTION AGENCY:**

By: Val M

Date: 9/20/19

Name: Val Martinez

Title: Executive Director

By: DE

Date: 9/27/19

Name: DON CLINE

Title: FISCAL DIRECTOR

**COUNTY OF HUMBOLDT:**

By: Rex Bohn

Date: 10/22/19

Rex Bohn, Chair  
Humboldt County Board of Supervisors

**INSURANCE AND INDEMNIFICATION REQUIREMENTS APPROVED:**

By: Kristin Kovacs

Date: 9/30/2019

Kacy Green, Risk Management  
Kristin Kovacs

**LIST OF EXHIBITS:**

- Exhibit A – Scope of Services
- Exhibit B - Schedule of Rates

**EXHIBIT A**  
**SCOPE OF SERVICES**

Redwood Community Action Agency (Contractor)  
For Federal Fiscal Years 2019-2020 through 2020-2021

**A. Monitoring and Oversight**

- 1) Redwood Community Action Agency (hereinafter, CONTRACTOR) as the grantee for Prevent Child Abuse California (PCA CA) will follow and adhere to the various regulations that govern the AmeriCorps program, as well as this Contract. If the CONTRACTOR places AmeriCorps members at service site agencies, the CONTRACTOR is responsible for ensuring that service site agencies follow these regulations.
- 2) If CONTRACTOR subcontracts with another organization to either administer or host members, the subcontract must contain 45 CFR Chapter XXV, the 2019/2020 AmeriCorps Provisions, site visit information, data collection/reporting policies and procedures, and PCA CA's progressive discipline policy and procedure. CONTRACTOR must provide copy of all executed subcontracts to PCA CA.
- 3) The CONTRACTOR will establish and maintain strong collaboration with PCA CA and the COUNTY.
- 4) The CONTRACTOR will establish and maintain strong collaboration with service site agencies by clearly defining the roles and responsibilities of the service site agency and the COUNTY.
- 5) The CONTRACTOR will communicate with the COUNTY regarding matters concerning this agreement.

**B. Recruitment of AmeriCorps Members**

Prior to the enrollment of an AmeriCorps Member:

- 1) CONTRACTOR (or its subcontractor) agrees to actively seek potential AmeriCorps members from the community in which the program will be conducted utilizing inclusive recruitment practices. Further, CONTRACTOR (or its subcontractor) also agrees to actively seek to include AmeriCorps members of different:
  - (a) races and ethnicities;
  - (b) socioeconomic backgrounds;
  - (c) educational levels; and
  - (d) genders
- 2) CONTRACTOR (or its subcontractor) must provide reasonable accommodation, including auxiliary aids and services (as defined in section 3(1) of the American Disabilities Act of 1990 (42 U.S.C. 12102(1)) based on the individualized need of an AmeriCorps member who is a qualified individual with a disability (as defined in section 101(8) of such Act (42 U.S.C. 12111(8))).
- 3) CONTRACTOR must obtain and maintain documentation demonstrating its AmeriCorps members' eligibility to serve and regarding the successful completion of terms of service. (See 45 CFR Chapter

XXV Section 2522.200 for specific requirements.) CONTRACTOR must submit a copy of the document used to verify eligibility to PCA CA prior to approval of the member's enrollment.

- 4) CONTRACTOR (or its subcontractor) shall attempt to verify if an AmeriCorps applicant has previously served or is currently serving in another AmeriCorps program.
- 5) CONTRACTOR (or its subcontractor) must obtain and submit eligibility documentation for each AmeriCorps applicant to PCA CA, along with the Enrollment Notification Form and Acknowledgement/Authorization to Conduct National Service Criminal History Check Memo.
- 6) CONTRACTOR will provide any information regarding recruitment of AmeriCorps Members to the COUNTY upon request.

### **C. Enrollment and Retention of AmeriCorps Members**

During enrollment starting October 1, 2019 and for the duration of the AmeriCorps Members service commitment:

- 1) CONTRACTOR is required to recruit the number of AmeriCorps members listed in Exhibit B of this Contract and retain them for the duration of their service commitment.
- 2) CONTRACTOR (or its subcontractor) must initiate invitations to serve within the My AmeriCorps system, and ensure that selected applicants accept said invitations no less than five (5) business days prior to the anticipated start date of the applicant's term of service.
- 3) CONTRACTOR (or its subcontractor) will review and obtain AmeriCorps Member signatures on Member Contracts before the first day of service.
- 4) CONTRACTOR (or its subcontractor) must provide AmeriCorps members with the then-current version of the AmeriCorps Member Handbook.
- 5) CONTRACTOR (or its subcontractor) will respond to questions posed by AmeriCorps Members, provide clarification, and/or seek assistance from PCA CA and the COUNTY.
- 6) CONTRACTOR will provide any information regarding the enrollment and retention of AmeriCorps Members to the COUNTY upon request.

### **D. Member Files**

- 1) CONTRACTOR will ensure that AmeriCorps members read and sign all documents contained therein on or before the AmeriCorps member's start date.
- 2) CONTRACTOR (or its subcontractor) will send, or cause to be sent, the original member file to PCA CA within ten (10) calendar days of the AmeriCorps members' enrollment. CONTRACTOR (or its subcontractor) will maintain a copy of the Member File including copies of all documentation subsequent to the AmeriCorps members' enrollment, and will continue to send, or cause to be sent, all original subsequent documentation to PCA CA.
- 3) Notwithstanding the above, CONTRACTOR (or its subcontractor) will submit the following documentation by fax or e-mail no less than five (5) business days prior to the first day of the member's service:

- (a) AmeriCorps Enrollment form;
  - (b) Signature page of member contract;
  - (c) Form W-4; and
  - (d) AmeriCorps Benefits Form, for AmeriCorps members that elect health care coverage.
- 4) CONTRACTOR (or its subcontractor) will submit all necessary member documentation accumulated during the AmeriCorps member's term of service to PCA CA for record-keeping purposes.
  - 5) CONTRACTOR will provide any requested information to the COUNTY upon request concerning member files.

**E. Supervision and Support of AmeriCorps Members**

- 1) CONTRACTOR (or its subcontractor) must provide AmeriCorps members with supervision.
- 2) CONTRACTOR (or its subcontractor) must ensure that each AmeriCorps member has sufficient opportunity to complete the required number of hours to qualify for a post-service education award.
- 3) CONTRACTOR (or its subcontractor) must follow the progressive discipline process outlined in Attachment A-1 of this Contract.
- 4) CONTRACTOR will provide any requested information to the COUNTY upon request concerning supervision and support of AmeriCorps Members.

**F. AmeriCorps Member Benefits**

- 1) PCA CA will pay a living allowance to each AmeriCorps member, as determined by CONTRACTOR (or its subcontractor) within the tier structure established by PCA CA, and as delineated in each AmeriCorps member's Member Contract.
- 2) CONTRACTOR (or its subcontractor) will assist members in determining eligibility and provide opportunity to elect or decline health care and child care benefits.
- 3) CONTRACTOR (or its subcontractor) will inform PCA CA immediately following any change in an AmeriCorps Member's eligibility for benefits.
- 4) PCA CA will pay FICA and administer Workers' Compensation benefits for AmeriCorps members.
- 5) CONTRACTOR will provide any requested information to the COUNTY upon request concerning member benefits.

**G. Documenting AmeriCorps Member Time and Attendance**

- 1) CONTRACTOR (or its subcontractor) will ensure that AmeriCorps members have entered their timesheets by the "approved by" date for each pay period as listed on the PCA CA AmeriCorps Living Allowance Schedule, and subsequently approve said timesheets within the same time frame.

- 2) CONTRACTOR (or its subcontractor) will certify that hours listed are true, correct, and substantiated.
- 3) AmeriCorps member hours that cannot be verified will not be included toward the completion of an AmeriCorps member's term of service.
- 4) AmeriCorps members may not accrue service hours during a period of suspension.
- 5) CONTRACTOR will provide any requested information to the COUNTY upon request concerning documenting AmeriCorps Member time and attendance.

#### **H. AmeriCorps Member Exit**

- 1) CONTRACTOR (or its subcontractor) will monitor and ensure that AmeriCorps members who successfully complete their term of service initiate the exit process in My AmeriCorps within twenty (20) calendar days of the AmeriCorps member ending service.
- 2) If an AmeriCorps member does not successfully complete their term of service, CONTRACTOR (or its subcontractor) will submit the following information to PCA CA and the COUNTY within five (5) business days of said AmeriCorps member's last day of service:
  - (a) AmeriCorps Exit Form,
  - (b) Final Performance Evaluation, and
  - (c) Any other relevant documentation.
- 3) CONTRACTOR will provide any requested information to the COUNTY upon request concerning AmeriCorps Member exit.

#### **I. Data Collection and Reporting**

- 1) CONTRACTOR (or its subcontractor) is responsible for reporting to PCA CA data collected through services CONTRACTOR (or its subcontractor) provides under this Contract, and is responsible for making an equitable contribution to the achievement of the aggregate targets as listed in Attachment A-2; Performance Measures.
- 2) CONTRACTOR will coordinate data collection across all of its service sites and submit said data to PCA CA by the tenth business day following the month in which the data was collected, or alternative timeframe based on PCA CA reporting requirements, whichever is sooner.
- 3) CONTRACTOR (or its subcontractor) is required to maintain the original documentation for any and all program data and provide access to PCA CA upon request for a minimum of three (3) years after PCA CA submits its final expenditure report for the grant period which encompasses the term of this Contract; unless a longer period of records retention is stipulated.
- 4) CONTRACTOR will provide to the COUNTY the name, referral number and referral dates of all families provided with at least twenty (20) hours of services by an AmeriCorps member in order to track recidivism within fourteen (14) calendar days of the due date.
- 5) CONTRACTOR will provide any requested information to the COUNTY upon request concerning data collection and reporting.

## **J. Training and Member Development**

- 1) CONTRACTOR will ensure that its AmeriCorps members spend an aggregate total of no more than twenty percent (20%) of all allocated member hours in training and member development.
- 2) CONTRACTOR (or its subcontractor) will ensure that each of its AmeriCorps members attend the PCA CA member orientation and receives a site specific orientation that begins within the first five (5) calendar days of service.
- 3) CONTRACTOR (or its subcontractor) will identify training topics and trainers, develop a training schedule, and coordinate trainings for AmeriCorps members.
- 4) CONTRACTOR will provide any requested information to the COUNTY upon request concerning training and member development.

## **K. AmeriCorps Member Performance Reviews**

- 1) CONTRACTOR (or its subcontractor) will conduct and keep a record of at least three (3) written reviews of each AmeriCorps member's performance:
  - (a) Initial Performance Assessment conducted within the first five (5) calendar days of the member's service;
  - (b) Mid-term Performance Review;
    - (i) A mid-term Performance Review is not required for an AmeriCorps member whose term of service ends prior to the midpoint of their contracted service period.
  - (c) End-of-term Performance Review
- 2) CONTRACTOR will provide any requested information to the COUNTY upon request concerning AmeriCorps Member performance reviews.

## **L. Special Events**

- 1) CONTRACTOR (or its subcontractor) will conduct a swearing-in ceremony for all members. The AmeriCorps Pledge must be administered as part of the swearing-in ceremony.
- 2) CONTRACTOR (or its subcontractor) will conduct a recognition ceremony for all members.
- 3) CONTRACTOR (or its subcontractor) must ensure that all AmeriCorps members participate in National Service Days, including:
  - (a) Martin Luther King Day of Service;
  - (b) Cesar Chavez Day of Service and Learning; and
  - (c) AmeriCorps Week
- 4) CONTRACTOR will provide any requested information to the COUNTY upon request concerning Special Events.

### **M. National Service Identification**

- 1) CONTRACTOR (or its subcontractor) will identify the Child Welfare System Improvement AmeriCorps program as part of a larger national effort and participate in activities such as service days, and conferences designed to promote a national identity for all AmeriCorps programs and participants. This provision does not preclude CONTRACTOR (or its subcontractor) from continuing to use its own name as the primary identification, or from using its name, logo, or other identifying materials on uniforms or other items.
- 2) CONTRACTOR (or its subcontractor) will ensure that all members wear the AmeriCorps logo or service uniform/gear and be clearly identified as AmeriCorps members while accruing hours for serving or participating in member development.
- 3) CONTRACTOR will provide any requested information to the COUNTY upon request concerning National Service Identification.

### **N. eGrants/My AmeriCorps Web Based Reporting**

- 1) CONTRACTOR will provide PCA CA with a list of eGrants/My AmeriCorps users. Any additions or deletions must be communicated in writing to PCA CA.
- 2) CONTRACTOR will provide any requested information to the COUNTY upon request concerning eGrants/My AmeriCorps web based reporting.

**ATTACHMENT A-1**  
**PROGRESSIVE DISCIPLINE POLICY & PROCEDURE**  
Redwood Community Action Agency (Contractor)  
For Federal Fiscal Years 2019-2020 through 2020-2021

In the unfortunate situation when coaching is not appropriate or adequate due to the severity or consistency of an AmeriCorps member's breach of program standards, progressive discipline may be called for. Always contact your project manager when faced with a progressive discipline situation. The objectives for using progressive discipline are to:

- 1) Establish requirements for behavior and performance;
- 2) Ensure the policies and procedures set forth by this program and the Service Sites are followed, including a uniform and fair level of consequences for failure to follow them;
- 3) Maintain communication between the AmeriCorps member, the Service Site Supervisor, CONTRACTOR, and PCA CA;
- 4) Create a "win-win" environment for both member and supervisor;
- 5) Establish timeframes for improvement of behavior and performance; and
- 6) Establish consequences for behavior and performance if there is no improvement and program standards are still not being met.

The PCA CA AmeriCorps Program may discipline members at will, through verbal warnings, written warnings, corrective action plans, or suspension without living allowance or credit for service hours missed. Supervisors may commence progressive discipline procedures for violations of AmeriCorps Member Requirements, rules of the Service Site, or the member's inability or unwillingness to follow through on Corrective Action Plans.

Members will be advised that if behaviors and/or performance do not improve to the degree of meeting the set standard, members are jeopardizing their position with the PCA CA AmeriCorps Program. In addition, members are jeopardizing their education award. It is the goal of the PCA CA AmeriCorps Program to provide clear communication with members so that each member can correct and thereby improve their behavior and/or performance.

**Step 1: Verbal Warning**

A verbal warning may or may not be applicable in all situations. A verbal warning may be appropriate for a first-time, minor infraction of a PCA CA AmeriCorps Program policy or procedure. The procedure for the verbal warning is:

- 1) State the unacceptable behavior or situation referring to the PCA CA AmeriCorps Member Handbook.
- 2) State how the behavior or situation is to be corrected, and give a time frame for improvement.
- 3) Advise the member of the consequences if the behavior or situation is not corrected.

## Step 2: Written Warning Notification

If the behavior or situation becomes a pattern after at least one coaching session, a written warning is the next step in informing the member that this behavior/situation is unacceptable. CONTRACTOR and PCA CA will be notified and involved if a member is at the disciplinary level of a written warning. Service Sites must use the Corrective Action form provided in the PCA CA Program Operations Manual.

The written warning instructs the member that the behavior or situation must be corrected within a designated timeframe. The procedure for the written warning is:

- 1) Establish the seriousness of the behavior or situation;
- 2) Provide verbal and written communication directly to the member;
- 3) State the unacceptable behavior or situation referring to the PCA CA AmeriCorps Member Handbook;
- 4) State how the behavior or situation is to be corrected, and give a time frame for improvement;
- 5) Advise the member of the consequences if the behavior or situation is not corrected; and the
- 6) Member must sign, date and receive a copy of the Written Warning Notification.

## Step 3: Suspension

Depending on the nature of the situation, member suspension may be necessary. An individual may not receive a living allowance or other benefits during a period of suspension if it covers the time span of an entire living allowance period.

In all situations where suspension is likely to occur, the PCA CA Project Manager will be notified. The procedure for suspension is:

- 1) Establish the seriousness of the behavior or situation. Based on severity, the supervisor has the discretion to suspend the member from service until instruction has been obtained from PCA CA.
- 2) Contact PCA CA Project Manager for instruction.
- 3) Provide verbal and written communication directly to the member.
- 4) State the unacceptable behavior or situation referring to the PCA CA AmeriCorps Member Handbook.
- 5) State how the behavior or situation is to be corrected, and give a time frame for improvement.
- 6) Advise the member of the consequences if the behavior or situation is not corrected.
- 7) Initiate the suspension in the web based reporting system.

## Step 4: Pre-Termination Notice

When a behavior or situation has not been corrected, or when a single breach of program standards is sufficiently serious, the Service Site Supervisor, with the CONTRACTOR, will issue a Pre-Termination Notice to the member verbally and in writing. PCA CA Project Managers will also be notified of the Pre-Termination Notice.

The procedure for the pre-termination notice is:

- 1) Describe the unacceptable behavior or situation;
- 2) Provide a time frame for results to be achieved in order for the member to continue as a member of the PCA CA AmeriCorps Program; and
- 3) Informing the member of the consequences if the member does not correct the behavior or situation set forth in the progressive discipline notice (including termination from the PCA CA AmeriCorps Program).
- 4) Sign and date the Pre-Termination Notice, obtain member signature and date, and give member a copy of the notice.
- 5) If attempts to contact the AmeriCorps member are unsuccessful, then the pre-termination letter will be sent certified mail/return receipt requested to the address on file for the AmeriCorps member.

#### Step 5: Termination Notice

When a behavior or performance situation has not been corrected in accordance with the Pre-Termination Notice, a member may receive a Termination Notice. The procedure for the termination notice is:

- 1) Obtain prior approval for the termination. This approval must be granted by authorized personnel of the CONTRACTOR and PCA CA.
- 2) A termination notice must describe the unacceptable behavior or situation, the attempts to provide coaching and progressive discipline, and state that the consequence is termination from the PCA CA AmeriCorps Program.
- 3) A meeting must be scheduled between the member, Service Site and CONTRACTOR to review the termination letter and for all parties to sign and receive a copy.
- 4) If attempts to contact the AmeriCorps member are unsuccessful, then the termination letter will be sent certified mail/return receipt requested to the address on file for the AmeriCorps member.
- 5) When the member has completed the termination paperwork, their final stipend check, if applicable, will be requested and forwarded to the member.

The above Progressive Discipline procedure and Corrective Action Plan should be used with members for most disciplinary matters. If a member is violent, endangers other members, staff, or service recipients, falsifies documents, or intentionally violates a prohibited activity, he/she may be suspended and/or terminated for cause, depending on the nature and severity of the behavior. CONTRACTOR should PCA CA Project Manager in all of these cases.

#### **Release from Term of Service for Cause**

The member may be suspended without pay until an investigation of the situation takes place and/or other progressive discipline methods have been explored. Depending on the individual situation, the Service Site Supervisor may need to take appropriate measures, including immediate action for safety purposes. The following is not an all-inclusive list, but a general guideline of unusual, grave, or dangerous situations which may necessitate terminating the member:

- 1) Actual or suspected behavior that results in concern about the safety of a child or other people in the service setting;
- 2) Not following the directions or instructions communicated by the Service Site supervisor or designated staff;
- 3) Verbal or written threats to anyone at the Service Site or while serving;
- 4) Fighting (physical or verbal) during service;
- 5) Falsification of employment and education verification and information;
- 6) Falsification on any and all records and documents used by the Lead Agency, Service Site, or in the PCA CA AmeriCorps Program, including, but not limited to: program documentation, child care documents, enrollment verification documents, medical releases/records, criminal background, service hour logs;
- 7) Use of abusive language;
- 8) Violation of safety rules;
- 9) Stealing/taking AmeriCorps or Service Site's property or property of another;
- 10) Breach of confidentiality;
- 11) Violation of rules of common decency, morality, or gross insubordination;
- 12) Being accused or under suspicion of child abuse;
- 13) Receipt of Subsequent Arrest Notification from the Department of Justice (DOJ);
- 14) Charged or convicted of a misdemeanor, or
- 15) Charged with a felony.

Members released for cause will not receive any portion of the education award.

### **Resuming Service after Release**

Any individual released for cause who wishes to reapply to the program from which he/she was released, or to any other AmeriCorps program is required to disclose the release to that program. Failure to disclose to an AmeriCorps program will render the member ineligible to receive the AmeriCorps education award, even if the member has successfully completed the term of service.

**ATTACHMENT A-2**  
**Performance Measures**  
Redwood Community Action Agency (Contractor)  
For Federal Fiscal Years 2019-2020 through 2020-2021

Primary performance measure: Prevent Child Abuse and Neglect

1. Output
  - a) Families will receive family support services.
  - b) Families will receive information on health insurance, health care access, and health benefits programs
2. Intermediate outcome
  - a) Families will increase protective factors
  - b) Families will not enter/re-enter the Child Welfare System
3. Excel Spreadsheet quarterly to DHHS with the following data:
  - a) Number of case managed individuals to whom the member provided home visits and the average number of home visits per individual
  - b) Number of case managed families to whom the member provided home visit including the number of home visits per family
  - c) Number of completed pre-assessments for families utilizing the Protective Factor Survey (PFS)
  - d) Number of family cases carried by each member at the end of each quarter
  - e) Number of unduplicated families rated as high need on their pre-assessment including how many engaged
  - f) Number of clients who received assistance in applying for the following services: housing/shelter, employment
  - g) Number of unduplicated families receiving assistance in obtaining the following services: counseling; child care; parenting skills and education; monetary support; gas vouchers; bus passes; restraining orders; other legal support
  - h) Number of unduplicated families who received support services for; reporting child abuse (neglect, emotional, sexual and physical); family court; translation; crisis intervention; parent support; parenting skills and education; social networking; information and referral
  - i) Number of unduplicated families who received transportation assistance by AFACTR members for: court appointments; social appointments; medical appointments; child visitation
  - j) Number of unduplicated Differential Response and non-Differential Response families engaged in services

- k) Number of unduplicated families who took the PFS pre-assessment, number who took the post assessment and how many improved, stayed the same or declined

#### 4. Member activities to achieve expected results

- a) Members will provide one-on-one home visitation and case managed support services to families referred to the site.
- b) Members will initiate contact and begin to build relationships with the family, scheduling meetings either at the family's home, Family/Community Resource Center (F/CRC), or other community based location.
- c) Member will complete a pre-assessment utilizing the PFS, assessing families for risk areas to address for further support. Support services can be delivered through a home visit, F/CRC, or at Community Based Organizations (CBO) individually or in group activities.
- d) Members will provide services in the following areas: crisis intervention; information and referrals; parenting skills and education; parenting support; and social networking.
- e) Each member will work with, on average, twenty-five (25) families a term. The core participant families will receive approximately four (4) hours of crisis intervention and four (4) hours of services and referrals.
- f) Once a member provides the core participant dosage of four (4) hours of crisis intervention and four (4) hours of research and referrals, the PFS post assessment will be administered.

#### 5. Measurement Tools

##### a) Service Activity Form

- i. Used to collect data on the number of families who receive family support services, the number who participate in F/CRC activities and the number of referrals provided for health insurance, health care access, and health benefits programs.
- ii. Completed by AmeriCorps Members and submitted once a month.

##### b) Protective Factor Survey

- i. Used to collect data on a family's protective factors in five key child abuse and neglect areas.
- ii. Completed by AmeriCorps Members & Supervisors two times per family, once at initiation of service (pre-data collection) after the second contact, and once at the end of service after required participant dosage of service (post data collection).

##### c) CWS Improvement Recidivism Tool

- i. Used to collect data on the number of families entering/re-entering the Child Welfare System.
- ii. Completed by County Child Welfare Department and/or CWSI Partners once per year.

## 6. Primary Performance Measure Targets

- a) Six hundred eighteen (618) of the Family and Community Resource Center's families will receive family support services.
- b) One hundred twenty two (122) of the Family and Community Resource Center's core families who were pre-assessed as vulnerable for child abuse and neglect will increase families' protective factors by five (5) percent.
- c) Two hundred forty six (246) of the F/CRC's high need families will receive family support services.
- d) Two hundred forty six (246) of the F/CRC's families will receive information on health insurance, health care access, and health benefits programs.
- e) Fifty percent (50%) of families who complete four (4) hours of service will decrease stress level by one (1).
- f) Sixty percent (60%) of families who complete ten (10) hours of service will decrease stress level by one (1).
- g) Ten percent (10%) increase of unduplicated DR families engaged in services over the previous contract year.

## Secondary Performance Measure: Member Development

### 1. Output

- a) Members receive training to provide quality service to the community and develop skills to perform their service activities.

### 2. Outcome

- a) Members increase knowledge and skills in engagement of DR clients.
- b) Members increase knowledge and skills, gain insight into the community, and experience the power of national service.

### 3. Member activities and training to achieve expected results

#### a) Orientation

- i. Six (6) hours delivered by RCAA, PCA CA and partner sites

1. PCA CA/AmeriCorps Orientation (4 hours)

2. RCAA's Community Resources Training (2 hours)

- ii. Partner Site orientation (32 hours)

#### b) Ongoing Training

- i. Site specific trainings related to member position

- ii. Supervision/coaching and team meetings
  - iii. Professional Development trainings in the following areas (delivered by partner sites and/or local community partnerships)
    - 1. Skill building to Increase Effectiveness of Services and Practices
    - 2. Family Engagement and Family Strengthening
    - 3. Preventing Child Abuse and Neglect
4. Nurturing Parenting Program Curriculum
- a) PCA CA Core (delivered by PCA CA and partner sites)
    - i. Professional Boundaries and Confidentiality (3 hours)
    - ii. Conflict Resolution (3 hours)
    - iii. Child Development and Parent-Child Interaction (6 hours)
    - iv. Nurturing Parenting (24 hours)
    - v. Team Building (3 hours)
    - vi. Cultural Awareness (3 hours)
    - vii. Public Speaking (3 hours)
  - b) RCAA
    - i. Active Citizens (6 hours)
    - ii. Life After AmeriCorps (3 hours)
    - iii. Home visiting (3 hours)
    - iv. Case Management (3 hours)
    - v. Mandated Child Abuse Reporter Training (3 hours)
    - vi. Community Resources (3 hours)
5. CWS I Basic Training (3 hours) Measurement Tools
- a) Employee timesheets to collect data on number of member and number of hours
  - b) Member Performance review to collect data on member skill increases. Administered by Member Supervisor three times per year

6. Secondary Performance Measure Targets

- a) Ten (10) of Redwood Community Action Agency's members will participate in 1006 (one thousand six) training hours.
- b) Ten (10) of Redwood Community Action Agency's members will increase skills by ten percent.
- c) Nine (9) of Redwood Community Action Agency's members will be successful in completing 1700 (one thousand seven hundred) hours of service and member development in twelve (12) months.

**EXHIBIT B**  
**SCHEDULE OF RATES**  
Redwood Community Action Agency (Contractor)  
For Federal Fiscal Year 2019-20

<b>Grant:</b>	<b>CWS REDESIGN</b>	<b>AFACTR</b>		<b>Program Year:</b>
<b>Lead Agency: Redwood Community Action Agency</b>				<b>2019-2020</b>
<b>FT Members: 12</b>				
<b>Budget Start Date:</b>	<b>10/01/2019</b>	<b>Budget End Date:</b>	<b>9/30/2020</b>	
<b>A. Personnel Expenses</b>				
<b>TYPE</b>	<b>QTY</b>	<b>CONTRACT YEAR SALARY</b>	<b>% TIME (FTE)</b>	<b>Calculation</b>
Division Director	1	\$78,000	50.00%	\$ 39,000
Program Coordinator	1	\$37,315	100.00%	\$ 37,315
<b>Subtotal</b>				<b>\$ 76,315</b>
<b>B. Personnel Fringe Benefits</b>				
<b>TYPE</b>			<b>%</b>	<b>Calculation</b>
FICA/Medicare			6.20%	\$ 4,732
Unemployment Insurance			4.00%	\$ 3,053
Workers Compensation			1.20%	\$ 916
Health Insurance (medical, vision and dental)				\$ 10,860
Retirement			3.00%	\$ 2,289
Vacation accrual			6.00%	\$ 4,579
<b>Subtotal</b>				<b>\$ 26,429</b>
<b>C.1. Staff Travel to PCA CA Conference</b>				
		<b>AIR FARE</b>		<b>Calculation</b>
Public Transportation		400		\$ 400
		<b>MILES</b>	<b>RATE</b>	
Mileage		60	\$ 0.545	\$ 33
		<b>DAYS</b>	<b>RATE</b>	
Per Diem		3	\$ 40.00	\$ 120
		<b>NIGHTS</b>	<b>ROOMS</b>	<b>RATE</b>
Lodging	4	1	\$ 77.00	\$ 308
<b>Subtotal</b>				<b>\$ 861</b>
<b>C.2. Other Staff Travel</b>				
		<b>MILES</b>	<b>RATE</b>	<b>Calculation</b>
Mileage - Staff travel for mileage to and from site visits, trainings and meetings throughout the region.		2000	\$ .545	\$ 1,090
<b>Subtotal</b>				<b>\$ 1,090</b>
<b>C.3. Member Travel</b>				
<b>TYPE</b>		<b>MILES</b>	<b>RATE</b>	<b>Calculation</b>
Mileage - Member travel for service related mileage transporting clients, attending AFACTR meetings/trainings/process groups, attending community trainings and meetings, etc.		32000	\$ .545	\$ 17,440
<b>Subtotal</b>				<b>\$ 17,440</b>
<b>D. Staff Training (excluding travel costs)</b>				
<b>TRAINING</b>	<b>QTY</b>	<b>AMOUNT</b>	<b># MONTHS</b>	<b>Calculation</b>
Professional development trainings	2	\$ 50.00	2	\$ 100
<b>Subtotal</b>				<b>\$ 100</b>
<b>E. Member Training (excluding travel costs)</b>				
<b>TRAINING</b>	<b>QTY</b>	<b>AMOUNT</b>	<b># MONTHS</b>	<b>Calculation</b>
Member orientation and trainings	5	\$ 200.00	5	\$ 1,000

<b>Subtotal</b>				<b>\$</b>	<b>1,000</b>
<b>F. Other Program Operating Costs</b>					
TYPE	QTY	AMOUNT	# MONTHS	Calculation	
Fingerprinting/DMV	14	\$ 35.00	1	\$	490
Member recruitment advertising	10	\$ 10.00	4	\$	400
Member recognition event	34	\$ 17.00	1	\$	578
Telephone/Internet/Communications	1	\$ 100.00	12	\$	1,200
Postage/Shipping	200	\$ 0.55	12	\$	110
Printing/Duplication	1	\$ 20.00	12	\$	240
General Program/Agency Insurance	1	\$ 200.00	12	\$	2,400
Office Supplies	1	\$ 15.00	12	\$	180
Space	1	\$ 350.00	12	\$	4,200
Utilities	1	\$ 125.00	12	\$	1,500
Copier rental and maintenance	1	\$ 50.00	12	\$	600
<b>Subtotal</b>				<b>\$</b>	<b>11,898</b>
<b>G. Cash Match Contribution</b>					
TYPE	QTY	AMOUNT	# MONTHS	Calculation	
Cash Match Contribution*	12	\$ 18,417.00		\$	221,004
<b>Subtotal</b>				<b>\$</b>	<b>221,004</b>
<b>Direct Program Operations Cost (A, B, C, D, E, F):</b>				<b>\$</b>	<b>135,133</b>
<b>RCAA Program Administrative Costs at 15%:</b>				<b>\$</b>	<b>20,270</b>
<b>Cash Match Contribution (G):</b>				<b>\$</b>	<b>221,004</b>
<b>Total Program Costs:</b>				<b>\$</b>	<b>376,407</b>

**EXHIBIT B**  
**SCHEDULE OF RATES**  
Redwood Community Action Agency (Contractor)  
For Federal Fiscal Year 2020-21

<b>Grant:</b>	<b>CWS REDESIGN</b>	<b>AFACTR</b>		<b>Program Year:</b>
<b>Lead Agency: Redwood Community Action Agency</b>				<b>2020-2021</b>
<b>FT Members: 12</b>				
<b>Budget Start Date:</b>	<b>10/01/2020</b>	<b>Budget End Date:</b>	<b>9/30/2021</b>	
<b>A. Personnel Expenses</b>				
<b>TYPE</b>	<b>QTY</b>	<b>CONTRACT YEAR SALARY</b>	<b>% TIME (FTE)</b>	<b>Calculation</b>
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<b>Subtotal</b>				<b>\$ 76,315</b>
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<b>Subtotal</b>				<b>\$ 26,429</b>
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		<b>AIR FARE</b>		<b>Calculation</b>
Public Transportation		400		\$ 400
		<b>MILES</b>	<b>RATE</b>	
Mileage		60	\$ 0.545	\$ 33
		<b>DAYS</b>	<b>RATE</b>	
Per Diem		3	\$ 40.00	\$ 120
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Lodging	4	1	\$ 77.00	\$ 308
<b>Subtotal</b>				<b>\$ 861</b>
<b>C.2. Other Staff Travel</b>				
		<b>MILES</b>	<b>RATE</b>	<b>Calculation</b>
Mileage - Staff travel for mileage to and from site visits, trainings and meetings throughout the region.		2000	\$ .545	\$ 1,090
<b>Subtotal</b>				<b>\$ 1,090</b>
<b>C.3. Member Travel</b>				
<b>TYPE</b>		<b>MILES</b>	<b>RATE</b>	<b>Calculation</b>
Mileage - Member travel for service related mileage transporting clients, attending AFACTR meetings/ trainings/process groups, attending community trainings and meetings, etc.		32000	\$ .545	\$ 17,440
<b>Subtotal</b>				<b>\$ 17,440</b>
<b>D. Staff Training (excluding travel costs)</b>				
<b>TRAINING</b>	<b>QTY</b>	<b>AMOUNT</b>	<b># MONTHS</b>	<b>Calculation</b>
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<b>Subtotal</b>				<b>\$ 100</b>
<b>E. Member Training (excluding travel costs)</b>				
<b>TRAINING</b>	<b>QTY</b>	<b>AMOUNT</b>	<b># MONTHS</b>	<b>Calculation</b>
Member orientation and trainings	5	\$ 200.00	5	\$ 1,000

<b>Subtotal</b>					<b>\$ 1,000</b>
<b>F. Other Program Operating Costs</b>					
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<b>Cash Match Contribution (G):</b>				<b>\$</b>	<b>221,004</b>
<b>Total Program Costs:</b>				<b>\$</b>	<b>376,407</b>
*This Cash Match Contribution includes health insurance for each of the 12 members. This amount fluctuates according to how many members actually sign up for the insurance and how many members serve a full year of services. This is the maximum amount possible for this line item.					