



Redwood Community Action Agency

Introductory Letter – HHAP Application

May 15, 2020

To Review Committee and Board of Supervisors,

Redwood Community Action Agency is pleased to submit the attached application for Homeless Housing, Assistance and Prevention (HAPP) funding. We are requesting \$636,546 over a two-year period to enable our Youth Service Bureau program to continue meeting the needs of homeless youth in Humboldt County. The target populations to be served are: 1) Young Adults (AKA transition-age youth) ages 18 to 24 years who are not accompanied by a parent or guardian (if they were, they would be considered part of a homeless family), and 2) Youth ages 14 to 17 who are not accompanied by a parent or guardian (unaccompanied minor). We use the word youth to include both populations. Special subpopulations that will be served include: 1) LGBTQ, 2) pregnant and parenting, and 3) human trafficking and commercial exploitation.

The proposed project will provide housing for 15 transition-age youth, ages 18-24 (5 in YSB's residential home on 17th Street in Eureka and 10 in scattered site apartments, and 5 unaccompanied minors, ages 14-17, in YSB's Launch Pad facility on California Street in Eureka. The total number may increase, depending on the length of stay for each youth in the program. Our commitment is to maintain 15 beds during the entire 24-month period requested in this proposal. We are committed to reaching out to homeless youth throughout the entire county through implementation of a comprehensive outreach plan. Requested funds will support essential staff wages and benefits, transportation costs for staff use of private vehicles, program operational costs, and building facility maintenance. One-time security deposits and rental assistance will be used to support youth living in scattered site apartments. Funds will also be used to purchase essential furnishings for youth living in these sites.

RCAA's Youth Service Bureau has been providing a continuum of services to runaway and homeless youth in Humboldt County for 36 years and has the capacity, with the support of RCAA administration, to implement the proposed project.

HHAP guidelines define "homeless youth" as an unaccompanied youth between 12 and 24 years of age who is experiencing homelessness as defined in the McKinney-Vento Homeless Assistance Act. Using this definition, there are 626 homeless youth in Humboldt – 88 in the 2019 Point In Time Count and 538 from KidsData (based on Humboldt County school counts).

As a non-profit serving low-income members of our community, RCAA is dedicated to preventing homelessness in Humboldt County. RCAA's tripartite Board of Directors has prioritized "**Housing**" in our Strategic Plan and we believe that HHAP funding will help us in meeting this goal with our community partners.

For any questions about RCAA's HHAP initiative contact Lorey Keele, Community Services Director at (707) 269-2052 or lkeele@rcaa.org. Thank you for considering this proposal.

Sincerely,

Lorey Keele
RCAA Community Services Director
904 G St., Eureka, CA 95501

**REQUEST FOR PROPOSALS – NO. DHHS2020-05
HOMELESS HOUSING, ASSISTANCE AND PREVENTION PROGRAM**

**ATTACHMENT A – SIGNATURE AFFIDAVIT
(Submit with Proposal)**

REQUEST FOR PROPOSALS – NO. DHHS2020-05 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	Redwood Community Action Agency
STREET ADDRESS:	904 G street
CITY, STATE, ZIP	Eureka, CA 95501
CONTACT PERSON:	Lorey Keele
PHONE #:	707-269-2052
FAX #:	707-442-2430
EMAIL:	LKeele@rcaa.org

Government Code Sections 6250, *et seq.*, the “Public Records Act,” define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to inspect any public record, unless the document is exempted from disclosure.

In signing this Proposal, I certify that this firm has not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or agency to submit or not to submit a Proposal; that this Proposal has been independently arrived at without collusion with any other Proposer, competitor or potential competitor; that this Proposal has not been knowingly disclosed prior to the opening of Proposals to any other Proposer or competitor; that the above statement is accurate under penalty of perjury.

The undersigned is an authorized representative of the above-named organization and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS2020-05 and declares that the attached Proposal and pricing are in conformity therewith.

Val Martinez
Signature

5/12/20
Date

Val Martinez
Name

5/12/20
Date

This agency hereby acknowledges receipt / review of the following Addendum(s), if any)
Addendum # [] Addendum # [] Addendum # [] Addendum # []



REDWOOD COMMUNITY ACTION AGENCY'S YOUTH SERVICE BUREAU YOUTH HOUSING PROGRAM

TABLE OF CONTENTS

1.0	Introductory Letter	1
2.0	Signature Affidavit See Attachment 1	2
3.0	Table of Contents	3
4.0	Professional Profile	4
4.1	Organizational Overview	4
4.2	Overview of Qualifications and Experience	5
5.0	Project Description	11
5.1	Project Design	11
5.2	Project Budget and Budget Narrative See Attachment 2	19
6.0	Supplemental Documentation See Attachment 3	20
	Launch Pad License	22
	YSB Program Manger's Group Home Administrator License	23
	Job descriptions for staff identified in budget	25
7.0	Exceptions, Objections and Requested Changes – N/A	
8.0	Required Attachments:	
	Attachment 1 - Signature Affidavit	2
	Attachment 2 - Project Budget and Budget Narrative	19
	Attachment 3 - Supplemental Documentation	20

4.0 Professional Profile

4.1 Organization Overview

1. Organization name, physical location, mission statement, legal organizational status and current staffing levels.

Redwood Community Action Agency (RCAA) was incorporated locally in 1980 as a 501(c)(3) nonprofit serving Humboldt County. RCAA's main offices are located at 904 G Street in Eureka, California. The mission of Redwood Community Action Agency is to:

- provide leadership and advocacy
- develop community-based coordinated services and activities.

The purpose of these goals is to enable low-income and/or disadvantaged persons to gain the necessary skills, education, and motivation to become self-sufficient in a healthy, sustainable environment. RCAA's 68 full-time and 18 PT employees, plus hundreds of volunteers annually, are dedicated to achieving these goals with our community partners.

2. Current and previous business activities

RCAA was incorporated as Humboldt county's Community Action Agency in 1980. The non-profit grew from its original start providing weatherization assistance and youth job programs to an agency managing over \$9.5 million in grant and contracts (much of which is subcontracted to other local businesses). In 2018 RCAA provided services to more than 20,600 individuals and 9,460 households, including 2,039 seniors and 1,584 persons with a disability. This equates to RCAA's cost of service being only \$1,017 per household or \$467 per individual served through our programs. Over 615 of the households and youth RCAA worked with in 2018 reported being homeless at time of service (approximately 42% of the 2019 PIT count).

RCAA is governed by a tripartite Board of Directors made up of low-income individuals, private business, and public representatives. The Board works with the Executive director and Senior Staff to help guide the direction of RCAA by focusing on community needs, ensuring quality program performance, and encouraging responsible innovation based on evidence based best-practices. The RCAA Board prioritized *Housing* in RCAA's 2015 Strategic Plan.

RCAA has been serving low income residents of rural Humboldt, Del Norte, and Modoc counties for over 38 years (with some smaller-scale programs in Siskiyou, Trinity and Mendocino counties as well). During these years, RCAA has provided services to thousands of community members and managed capital improvements on hundreds of properties. These

projects involve working with more than 30 government agencies annually ranging from small cities or community services districts to federal and state funding or oversight departments. In addition, RCAA works with hundreds of local businesses and contractors.

3. **Litigation regarding the provision of services and/or capital improvements** – N/A
4. **Fraud convictions related to the provision of services and/or capital** – N/A
5. **Debarments, suspensions/ineligibility to participate in public contracts** – N/A
6. **Violations of local, state and/or federal regulatory requirements** – N/A
7. **Controlling or financial interest in any other organizations**

RCAA does not hold a controlling or financial interest in any other organization.

4.2 Overview of Qualifications and Experience

1. Overall Experience

RCAA's Youth Service Bureau program will have the primary responsibility for the activities of this proposal. YSB has been providing continuous services to runaway, homeless, and other at-risk youth for the past 36 years.

Services include a 24-hour crisis intervention hotline, short-term emergency shelter, transitional living programs, individual and family counseling, street outreach and drop-in services, advocacy and referral, and other related services. Over the years, YSB has grown to provide a continuum of services for runaway and homeless youth. The program has served more than 8,000 youth since its inception in 1984.

YSB's Our House Program provides short-term emergency shelter to minor runaway and homeless youth, ages 12-17, who have left home without permission of their parents/ guardians, have been forced to leave home, or are otherwise homeless and might end up in contact with law enforcement or in the child welfare, mental health, or juvenile justice system. The length of stay is statutorily limited to 21 days. The goal of the program is to provide family reunification or ensure that youth exit to stable living condition. This is accomplished through provision of case management, counseling, life skills training, and other related services. It is the only shelter for minor youth in Humboldt County. The emergency shelter serves approximately 50 unduplicated youth and their families annually. Consistently over 90% report exiting to a safe and stable living situation, including family reunification, extended family, friends, YSB's Transitional Living Program, and Humboldt County's Child Welfare Services.

The RAVEN Street Outreach Program (SOP) is the street outreach and drop-in center component of YSB's continuum of services to Humboldt County's homeless, street, and runaway youth population. In its 22 years of operation, the Youth Educators of the RAVEN Program have become known countywide for their street outreach and drop-in services. The project is a youth-driven, youth-implemented outreach program utilizing ethnographic approaches to working with youth in youth-frequented locations. Additionally, this program acts as an avenue for homeless/street youth to receive support services, job skills training and employment while providing youth-centered solutions and services to the problems and atrocities encountered by young people when homeless and living on the streets. The program typically logs 800 unduplicated contacts with runaway and homeless youth, ages 10 up to 22, annually and assists youth with access to local services. RAVEN's Queer Coffee House has evolved into a major support for LGBTQ youth which represents a significant percentage of the homeless youth population.

Since opening in September, 1997, YSB's Transitional Living Program (TLP), Launch Pad, has assisted homeless youth ages 16-21 toward achieving independent living, thus interrupting the cycles of violence, trafficking, and exploitation, poverty and homelessness through stable housing with comprehensive supportive services. The program serves an average of 17 youth annually with average stays of 13 months. Annually 85% transition to independent living arrangements and 90% obtain gainful employment before exiting the program.

Primary funding for these three core YSB programs has been the Runaway and Homeless Youth Act, administered by the federal Department of Health and Human Services/Family and Youth Services Bureau (FYSB). FYSB conducted on-site reviews in 2013 and 2018. Both reviews lauded the professionalism and quality of service provided to runaway and homeless youth. Programs were found to be in full compliance with federal regulations and the deliverables of the funded grants.

YSB has managed several other federal, state, foundation, and local grants/contracts since 1984. These have included:

Department of Justice	Youth Mentoring
Family & Youth Services Bureau	Rural Youth Host Home Program
Housing & Urban Development	Supportive Housing for Transition-Age Youth
State Office of Criminal Justice Planning	Youth Diversion
State Department of Mental Health	Housing for Dual-Diagnosed Youth

Proposition 86 Youth Shelter Bond Act	Acquisition & renovation of sites for emergency shelter and transition housing
California Youth Authority	Support YSB operational expenses
The California Wellness Foundation	General support for YSB programs
The California Endowment	General support for YSB programs
Humboldt Area Foundation	General support for YSB programs
St. Joseph Health Care Foundation	General support for YSB programs
County Justice System Subvention Program	Contract with Probation for youth diversion
Humboldt County Schools	Contracts with multiple local junior high and high schools for school-based prevention
Humboldt County DHHS	Contracts for emergency shelter & transitional housing for foster youth and non-minor dependents
City of Eureka	Redevelopment loan used as match for State bond act funds to acquire and renovate TLP facility

YSB has developed and maintained informal and formal relationships with multiple private and public organizations throughout the past 36 years, including but not limited to the following:

Humboldt County DHHS (Child Welfare Services, Public Health, Mental Health, Transition-Age Youth Program)	Formal contracts to provide housing & supportive services to foster youth and non-minor dependents & clinical/case management services via Title 19; cross referral with TAY; joint staff training & development
Probation Department	Accept referrals of eligible minor unaccompanied youth
Family Resource Centers	Outreach sites for identification and referral of eligible youth
Arcata House Partnership	Accept referrals of eligible TAY ages 18-24
School Attendance Review Boards	Proposed in this application to renew YSB representation to ensure eligible youth access to project services
Humboldt Bridges	Proposed in this application to initiate collaboration to ensure eligible youth access to project services
St. Joseph Health System	Collaboration with their Homeless Services Advocate
Six Rivers Planned Parenthood	Referral source for family planning services
Open Door Clinic	Collaboration with their case managers
Betty Chin Center	Collaboration with their case managers
Boys and Girls Club of the Redwoods	Proposed in this application to initiate collaboration to ensure eligible youth access to project services

YSB has a long established track record in serving the needs of youth and has the capacity to undertake the project.

2. Knowledge of Legal and Procedural Requirements

RCAA is familiar with the legal and procedural obligations and requirements pertaining to the provision of services equivalent to those that will be provided as part of the proposed CESH project. Our organization has managed multiple grants and contracts of this nature and does not anticipate challenges. RCAA's Fiscal Policies specify that all substantial purchases follow a documented bid process. Documented policies and procedures for internal controls are included in RCAA's comprehensive Accounting & Financial Policies and Procedures Manual for maintaining good internal controls. Examples include: 1) RCAA maintains separation of duty to prevent misuse; 2) RCAA allocates allowable expenses and matching funds and addresses separation of funds; and 3) RCAA accounts for in kind contributions and valuation of contributions.

3. Staff Qualifications and Experience

The RCAA Youth Housing Program will fall under the general supervision of the Community Services Director, Lorey Keele, who has over 40 years of administrative management and direct service experience working for non-profits and for profit businesses. Ms. Keele has a proven track record of successfully creating and implementing a multitude of effective community driven programs; managed federal, state, county and foundation contracts with nonprofits, government and tribal organizations, locally, multiple counties and statewide. With the loss of two major federal Runaway and Homeless Youth Grants the Youth Services Division was dissolved and YSB programs moved into the Community Services Division to save administrative costs.

The YSB Program Manager, Patt Sweeney is responsible for daily operations of YSB programs. Patt has been with YSB 24 years and has extensive knowledge and experience with the broad array of homeless youth programs and regulations dictated by various funding sources. He has established strong working relationships with program partners and is well-known as a strong advocate for the unique needs of runaway and homeless youth. He is a state licensed Group Home Administrator and has received extensive training on topics relevant to the provision of services to homeless youth. The position is responsible for oversight of facility operations and maintenance, supervision of the Advocate & Outreach Specialist, Case Managers,

and Residential Counselor staff, and coordinate staff training. The manager also works directly with youth in the program.

An YSB Administrative Assistant (.3FTE) will be hired to manage general office operations, maintains client files, enter and manages data management information systems (HMIS, RHYMIS, and YSB's internal system).

A full-time Case Manager position will be recruited and hired upon notification of award. The position requires a BA in social work or psychology or a related field and two years of experience working with youth. The position conducts intake screening reviews and collaborates with youth in developing Individualized Service Plans. The case worker also develops and maintains community partnerships to ensure youth have access to needed services.

A full-time and .4FTE Residential Counselor will be recruited and hired upon notification of award. The full-time position will work at YSB's 12-bed Launch Pad facility that houses minors ages 12-17 to ensure that the staff to youth ratio meets requirements of the facilities license. The part-time RC will work at YSB's 5-bed facility housing transition-age youth, ages 18-24. The Residential Counselor provides life skills training and are a primary direct contact with the youth to ensure service plans are meeting the youth's stated goals.

The Advocate and Outreach Specialist, Stephanie Lira, will be increased to a full-time. Stephanie holds a BA in Psychology and a Minor in Child Development. She worked with Eureka City Schools before coming to YSB. The position is responsible for conducting community outreach to promote the program and ensure youth access to program services, conducting preliminary assessments to determine program eligibility, providing referral and connection to other services if eligibility is not met.

The Network Systems Specialist, Ryan Peters, has been with RCAA for more than 10 years. He has 25 years' experience in the field of computer technologies. The NSS manages and maintains more than 80 computers across 7 sites, facilitating the collaboration of computers, programs and 5 networks. The NSS will provide monitoring of the network and computer system's performance, while also coordinating computer access and use for optimal functioning by staff. This Specialist will ensure data backup and disaster recovery, and all protections for data (including and most importantly HIPPA) on all software and hardware used by staff.

4. Staff Qualifications Relevant to Meeting Program Objectives

All YSB staff are thoroughly vetted prior to being hired, receive initial and ongoing training to ensure their ability to provide quality services meeting the needs of youth.. In accordance with RCAA policy, FYSB regulations and California Community Care Licensing requirements, all staff, interns, volunteers, and consultants who come into contact with children and youth served or proposed to be served by the agency must submit to criminal history and child abuse registry and sexual abuse registry checks. In order to ensure compliance with these regulations, all staff, interns, volunteers, and consultants must submit to Livescan fingerprinting through the Humboldt County Sheriff's Department, as well as pass an extensive national criminal background clearance through the Department of Justice (DOJ) and FBI using the "Employment 11105.3 pc" code, and receive acceptable results prior to employment. These checks are repeated every time a person changes staff positions, or any time an employee is hired by another YSB/RCAA program, and/or if any arrest occurs. All staff and volunteers are mandated to sign letters of agreement to follow all agency policies including prohibitions of sexual harassment, sexual misconduct, and inappropriate/ sexually intimate relationships with clients. Other individuals who are not in direct contact with youth (electricians, plumbers, delivery personnel) are accompanied by YSB staff members at all time when they are in areas where youth are, or may be present. In addition, the RCAA Human Resources Division verifies educational credentials, employment experience, driving records and professional licensing records for every employee prior to a position being offered to the individual.

All staff are required to be First Aid and CPR certified, participate in Mandated Child Abuse Reporting class and receive an additional 20 hours of training annually. Special attention is paid to trainings in cultural humility and awareness to best serve RHY and youth who identify in marginalized communities such as LGBTQ and sexually exploited. New staff are required to receive 8 hours of training with the Program Manager, and an additional 16 hours training on program and policies. Staff training takes place on a regular basis for all staff. Weekly staff meetings, weekly meetings with the Clinical Head of Service, and monthly all program staff meetings provide perfect venues for trainings in multiple topics. To ensure that all program staff meet the core competencies of youth workers, trainings are offered to include disaster preparedness; aftercare services and counseling; background checks; core competencies of youth workers; core support services; crisis intervention techniques; cultural and linguistic diversity; development of coordinated networks for local services; ethics and staff safety; fiscal

management; low cost community alternative for runaway or otherwise homeless youth; positive youth development; program management; risk and protective factors related to youth homelessness; screening and assessment practice; shelter staff development; special populations: LGBTQ, victims of trafficking, sexual exploitation, and sexual abuse; trauma and effects of trauma; used of evidenced-based and evidence-informed interventions; mental health awareness and counseling services; and policies and protocols for confidentiality.

Launch Pad, YSB's 12-bed facility on California Street, is licensed as a Group Home, as required by the California Department of Social Services/Community Care Licensing Division. Our Facility Number, 12500571, was issued in December 23, 1997, and has remained in effect, without interruption since that time. We have consistently been in compliance with all licensing requirements.

5.0 Project Description

5.1 Project Description

1. Goals, Number Youth Served, Geographic Scope, Impact on Youth Homelessness

Our vision is that all Humboldt County youth experiencing homelessness have safe and stable homes where their journey to independence is supported through an accessible, youth driven ecosystem of care. Youth leadership and engagement is the norm, and youth voices are heard and respected. Our work is built on a commitment to equity, inclusiveness, compassion, and social justice.

Embracing a holistic empowerment philosophy, YSB's programs focus on each youth as a unique and dynamic individual with specific needs and goals. We have created a program committed to supporting Positive Youth Development that is strength-based and develops individual youth's assets while simultaneously building protective factors and resiliency. All youth need to be able to experiment and try new things and be able to fail and try again in a supportive environment without life-altering consequences. The program works with youth to improve self-sufficiency and create and improve positive social relationships that will ultimately help their transition to independence. By participating in a program that is youth developed and youth driven, the residents gain a greater sense of control over their own lives and begin to believe they can influence their futures. Through a combination of education, vocational training, volunteerism and daily life skills practice, youth gain valuable tools and experiences that allow

them to move from a supportive housing environment to safe independent living in the greater community as healthy, positive and productive adults.

Program goals include:

- Improved Safety – youth’s living situation, neighborhood, and friends will be physically and psychologically safe.
- Improved Well-being – youth will have better physical and psychological functioning, greater job satisfaction, greater connection with friends/family (as defined by youth), greater access to health, social and other resources.
- Improved self-sufficiency – in advancing educational goals, obtaining/maintaining employment, meeting financial obligations, managing money, in performing the activities of daily life and participating in the community.

Number of Youth to be Served and Period of Time

HHAP funding will be used to provide housing for 15 transition-age youth, ages 18-24 (5 in YSB’s residential home on 17th Street in Eureka and 10 in scattered site apartments), and 5 unaccompanied minors, ages 14-17, in YSB’s Launch Pad facility on California Street in Eureka. The total number may increase, depending on the length of stay of each youth in the program. Our commitment is to maintain 15 beds during the entire 24- month period requested in this proposal.

How Project will Serve Entirety of Humboldt County

Our experience working with runaway and homeless youth over the past 36 years has helped us recognize the unique experiences faced by homeless youth in Humboldt County and the challenges of making access to homeless services and systems easier for young people in our communities. A Chapin Hill - University of Chicago report, *Missed Opportunities – Youth Homelessness in Rural America* (2018) notes that when compared to urban areas, youth experiences of homelessness in rural counties are perhaps more hidden, with greater reliance on couch surfing and sleeping in vehicles or outdoors.

Recognizing that YSB is the only provider of housing for homeless youth in Humboldt County, we will use HHAP funding to increase our current Advocate and Outreach Specialist position to full-time. The position is currently 0.5 FTE funded with HEAP funds. The Advocate and Outreach Specialist’s primary responsibility is to conduct community outreach throughout Humboldt County for the purpose of developing and maintaining relationships with

organizations working with youth and to create an access point for youth to receive services. Outreach will include, but not be limited, to the following: 1) schools (participation on School Attendance Review Boards and meetings with school counselors), 2) Family Resource Centers, 3) Truancy Outreach Workers, 4) Bridges Program, 5) Teen Centers, 6) HSU and CR Homeless Liaisons; 7) Betty Kwan Chin Day Center, and 8) Arcata House Partnership. The increase of this position to full-time is intended to support broadening our outreach in the County.

How Project will Assist in County's Effort to End Homelessness

YSB has participated as a member of the County Continuum of Care since its inception and has consistently advocated for the needs of homeless youth. We feel that all youth need a place to live, no matter the funding source. It has been challenging to build a system of care for homeless youth with the varying bureaucratic definitions that are placed on them and the limited resources available for this population.

The HHAP program has established a minimum allocation of funds for services that meet the specific needs for homeless youth populations and defines "homeless youth" as an unaccompanied youth between 12 and 24 years of age who is experiencing homelessness as defined in the McKinney-Vento Homeless Assistance Act. We are using this definition and limiting services to youth who meet this definition. In doing so, we will be assisting the County in ending youth homelessness in this sub-category of homeless youth. HHAP funding will permit YSB to continue services that were lost when our federal Transitional Living Program grant was defunded in October 2019. In essence, these are youth who are not involved in other systems and who are not defined as chronically homeless. We are providing services to homeless youth who meet these criteria with funding from the County Department of Health and Human Services and California Emergency Housing and Solutions Program (CESH).

2. Sectors of the Target Population to be Served and Benefits Derived

The target population to be served are: 1) Young Adults (AKA transition-age youth) ages 18 to 24 years who are not accompanied by a parent or guardian (if they were, they would be considered part of a homeless family), and 2) Youth ages 14 to 17 who are not accompanied by a parent or guardian (unaccompanied minor). We use the word youth to include both populations. Based on our experience over the past 36 years, special subpopulations that will be served include: 1) LGTBQ, 2) pregnant and parenting, and 3) human trafficking and commercial exploitation.

Youth served will benefit by the guiding principles of our program, including Positive Youth Development (PYD), Trauma Informed Care, Individualized and Youth Driver Supports, Youth Choice, Social and Community Inclusion, and Youth Focused Housing First.

Positive Youth Development (PYD) is used to engage youth and develop skills to their full potential. We do this by engaging youth, viewing them as participants (not recipients) of services, focusing on building youth's strengths (not fixing problems) and relations, and using a pro-active behavioral approach to focusing on positive outcomes.

Trauma Informed Care (TIC) is used to recognize the exposure to traumatic events most homeless youth have experienced in their lives. Services are designed to recognize the effects of trauma, prevent re-traumatization, and support safety and healing from chronic loss. This is accomplished by integrating youth voice and choice and opportunities for self-advocacy, partnering with youth as they process and navigate adverse experiences such as homophobia, and accounting for the influence of accumulated adverse experiences.

Individualized and Youth Driven Supports recognize that youth entering our programs aren't all cut from the same cookie cutter. A range of services will be offered and available to youth, but the intensity and need will be determined by the youth. The Case Manager works with youth to assess their current situation and determine their Individualized Service Plan to assist with identifying what services they need.

Youth Choice recognizes that youth at risk or experiencing homelessness often feel powerless to control their lives. To empower youth, they will have opportunities to exercise choice regarding goals and priorities, the nature and extent of services and programs they access, and involvement in supportive services or programming will be voluntary (youth will not be penalized for saying "no").

Social and Community Inclusion recognizes that youth who are homeless can experience feelings of loneliness that are made worse through isolation and exclusion from social, economic, political, and cultural activities and organizations. Youth will be connected to social, recreational, leadership and civic engagement activities that open avenues for positive connections to peers and adults.

Youth-Focused Housing First will be focused on identifying and securing appropriate housing as quickly as possible and without preconditions, such as a requirement for clean and sober living or minimum income requirements.

3. Funding Sources to Support Project

California Emergency Solutions and Housing Program (CESH) funds is currently funding an Advocate and Outreach Specialist at 0.50FTE. This proposal requests raising the position to full-time will benefit both programs through expanded community outreach and improving access to services. 1.0 FTE funding is requested in Year 2 as CESH funding will have expired.

Federal Basic Center Program funding through the Runaway and Homeless Youth Act is supporting operational expenses including YSB administrative staff and the residential staff at our Launch Pad licensed facility on California Street, Eureka.

Additional funding support comes from the Workforce Investment Opportunity Act, Title 19, CalFresh, and United Way. These funding sources provide resources for employment training, counseling, case management, and food.

4. Description of Proposed Services

This proposal seeks to reinstate YSB services to homeless youth that were curtailed through the loss of federal Transitional Living Program funding that will not become competitively available again until 2022 and Street Outreach Program funding that we intend to apply for later this summer and is expected to be very competitive (16 grants nationally). As indicated above, we are using the McKinney-Vento Act's definition of "homeless" for children and youth as per the guidelines of the HHAP program

We don't know the full picture of the extent and nature of youth homelessness in Humboldt County. The numbers presented in the 2019 Point-In-Time Count represent the **tip of the iceberg** of youth experiencing homelessness. The PITC identifies 12 unaccompanied youth under 18 and 76 between the ages of 18-24. The Chapin Hall report on homelessness in rural America cited earlier has conducted research that suggests strongly that rural and nonrural communities have similar rates of youth homelessness; they are just less visible and more difficult to count in rural communities. They suggest that school systems can play a leadership role in rural communities, identifying and supporting young people who are experiencing or at-risk for homelessness. Kids Data (kidsdata.org) highlights this potential, reporting that the number of public school students in Humboldt County being recorded as being homeless at any point during the 2016 school year, grades 9-12, was 538.

Another point made by Chapin Hall that rings true in Humboldt County is "youth confronting homelessness in rural communities have few services to rely on." YSB is the only

youth provider in the County offering housing as a component of their service delivery. Sadly, more than 30 of California's 58 counties do not have housing services for homeless youth.

Specifically, this proposal requests funding support the following activities in support of transitioning homeless youth to independence and permanent housing:

Outreach and Coordination

A full-time Advocate & Outreach Specialist will develop and maintain an outreach plan to connect to schools, community service providers, county and city law enforcement officers, local Tribal communities, juvenile hall, Child Welfare Services, Family Resource Centers, homeless providers, and other groups to increase awareness of YSB services to youth by dispersing information through posters, postcards, presentations, and the development of formal and informal relationships that will encourage, build and strengthen inter-agency relationships with a goal of creating access points for youth to connect with YSB's services. The Advocate & Outreach Specialist will often be the first contact with eligible youth and will conduct preliminary assessments to make this determination. Space cost is included in the budget for an office in Garberville at Southern Humboldt Housing Opportunities (SHO). Our experience through RAVEN, YSB's street outreach program, demonstrates that there is a significant homeless youth population in Southern Humboldt. We will coordinate with SHO and other organizations to make this a safe place for youth to come for information and access to services.

Individual Service Plans are created through case management in collaboration with the youth and case manager. During this collaboration, a plan is created to include the youth's identified goals, while also addressing food security, safe and stable housing, education and employment, permanent supports, and available community resources. Plans are also established to ensure youth receive all of their important documents and paperwork (birth certificate, social security card, California identification card, medical records, and credit reports if available).

The role of case manager is to closely monitor youth to ensure the four core outcome areas are met during and after their stay in the TLP. The four core outcome areas are 1.) **Social and Emotional Well-being**; 2.) **Permanent Connections**; 3.) **Education or Employment**; and 4.) **Safe and Stable Housing**. Strategies to increase collaboration include making meetings with staff less formal to increase youth comfort level and aid in their buy-in to complete goals. Meetings between youth and staff are conducted throughout the community, including hikes in the redwood forests, sitting at a local coffee shop, or walking in the park.

5. Security Deposits

We are proposing housing 10 youth in scattered site apartments in locations selected by the youth and have budgeted \$1,000 for security deposits at each location. No landlord incentives have been planned.

6. Operational Support

The YSB budget submitted has been developed specifically to support the startup and implementation activities RCAA is committed to enacting should we be funded and will lead to future funding toward our identified goals. The budget provides a reasonable amount of funding for staffing the project with highly effective and expert staff to fill positions, as clearly detailed in the Proposed Budget and Budget Narrative, Section 5.0 B which follows.

7. Capital Improvement Projects

Expenditures are proposed for the replacement and installation of a heating units at our 17th Street (\$5,500) locations that will be used for housing. A bid has been received and work can proceed within 30 days of a HHAP contract award. RCAA is of the opinion that this cost is not subject to prevailing wage requirement under the terms of California Labor Code Division 2, Part 7, Chapter 1, Article 1,1720 because “(B) the project consists of rehabilitation or expansion work associated with a facility operated as a non-for-profit basis as temporary or transitional housing for homeless persons with a total project cost of less than \$25,000.”

8. Project Staffing (See 4.2.3, page 8)

9. Connecting Target Population to Appropriate Services & Resources

YSB has developed strong relationships with key partners who have services and resources that are appropriate for homeless youth. Our belief is that the strength of a referral is proportional to the quality of the relationship project staff have developed with our community partners. Current and proposed partners are identified above in 4.2.1.

10. Data Management

YSB collects a variety of data about our program and services that include basic demographic information on youth served (age, ethnicity, income level, etc.), program services (hours of service by type, number of outreach presentations, number of sheltered/housed and youth and family feedback on what solutions and strategies they learned, what abilities they enhanced, and what behavior they've changed. All data collected is entered into the YSB database or HMIS by the Administrative Assistant who generates monthly reports for review,

and analysis by the YSB Management Team to determine needed training or areas of improvement as well as celebrate successes. Data collected in the HMIS is submitted to the Family and Youth Service Bureau via semi-annual and annual uploads by the Humboldt County HMIS System Administrator.

12. Adherence to County's Housing First Principles

YSB's program will comply with the County's Housing First Principles. In addition, we recognize and adhere to core principles of Housing First with homeless youth which include:

- Immediate access to housing with no preconditions that identifies and secures appropriate housing as quickly as possible and housing is not conditional on sobriety and/or abstinence
- Youth choice and self-determination by supporting youth in decisions for housing type, service needs, educational and employment goals. Working with case managers youth are assisted in creating their Individual Service Plan to help guide their decision. Youth are allowed to play a part in driving their services in order to increase participation.
- Positive Youth Development orientation is used as an approach to engage youth and develop their skills to full potential. Youth are participants, not just recipients. The focus is on building youth's strength, not fixing problems and on relationships.
- Individualized and client-driven supports are offered recognizing youth entering our programs aren't all cut from the same cookie cutter.
- Social and community integrations encouraging and engaging youth to participate in local activities and encouraging social groups to seek and encourage you to engage in activities.

13. California Health & Safety Code, PUBLIC HOUSING ELECTION IMPLEMENTATION LAW

RCAA does not believe that the proposed HHAP project is subject to Article XXXIV of the California Constitution, as clarified by Sections 37000, *et seq.* of the California Health and Safety Code.

14. Prevailing Wage Requirements – N/A (see #7)

Program: Youth Service Bureau's Youth Housing Program				PROJECT BUDGET AND NARRATIVE	
Lead/Agency: Redwood Community Action Agency				ATTACHMENT 5/2	
				Year 1	Year 2
A. PERSONNEL					
	Rate	FTE	Duties (job descriptions in attachments)		
RCAA Community Services Director	\$45.00	0.05	Day to day management of project, including supervision of YSB Program Mgr., budgets, approval of expenditures.	4,388	4,651
YSB Program Manager	\$34.83	0.15	Advocate/Outreach Specialist & direct service staff; coordinate staff training	10,867	11,519
YSB Administrative Assistant	\$14.00	0.25	Coordinate general office operations; maintain client file & data management system	7,280	7,746
Case Worker	\$17.50	1	Conduct intake screening interviews & develop individualized service plans with youth; broker services to meet youth needs	36,400	38,584
Advocate/Outreach Specialist	\$17.50	0.5/1.0	connect to program services; develop & maintain community partnerships	18,200	38,584
Residential Counselors	\$14.50	1.4	Provide support, life skills training, and advocacy for sheltered/housed youth; assist youth with case planning	42,224	42,224
Network Systems Specialist	\$24.36	0.025	Maintains RCAA's local area networks (LAN), internet system, VoIP phone system, and computer hardware and software.	1,267	1,343
Subtotal				120,625	144,651
Personnel Fringe Benefits					
Vacation, 401K, Health/Dental Insurance	40% average rate			48,250	57,860
Subtotal				48,250	57,860
PERSONNEL COSTS TOTAL				168,875	202,511
B. OPERATIONAL COSTS					
Communications - phones, internet	2 cell phones @ \$55/mo, desk phones @ \$15/mo * 12/mos			1,680	1,680
Copier rental & maintenance	\$20/mo * 12/mos (pro-rated share)			240	240
Insurance	\$500/mo * 12/mos (pro-rated share)			6,000	6,000
garbage - 17th Street housing facility	\$700/mo * 12 mos (based on historical averages)			8,400	8,400
Subtotal				16,320	16,320
C. SUPPLIES					
Consumables - printer cartridges, postage, ads, etc.	\$45/mo * 12 mo			540	540
background checks, Livescan	\$90/per person x 3/employees			270	270
Office supplies - pens, pencils, paper, clips, etc.	\$25/mo * 12/mos			300	300
Printing forms & documents	\$40/mo * 12/mos			480	480
Subtotal				1,590	1,590
D. TRANSPORTATION					
Mileage reimbursement for staff use of private vehicle	1,000 mi/mo*58.5/mi			7,020	7,020
Subtotal				7,020	7,020
E. OTHER COSTS					
(deposits, monthly rental subsidies)	10 youth in scattered site housing: \$1,000 deposit/fees(one time only) and \$500/monthly average rental subsidy * 12/mos			70,000	70,000
Computer	Laptop computer \$1,000			2,000	-
Trainings required by State licensing (CPR, First Aid)	3 new staff * 85/training * 2 trainings/employee			510	-
Furnishings for youth in housing	10 beds *\$550/bed + \$100/linens on & off site housed youth), \$6,000/furniture for 17th St. (2 couches + 5 dressers + 5 night tables)			12,500	-
Office furniture	1 staff desk @ \$500, 2 chairs @ \$150/chair			800	-
Space rental & utilities	Office space in Southern Humboldt for use by Advocate/Outreach Specialist and Case Manager- \$300/space & utilities * 12/mos			3,600	3,600
Building maintenance - 17th Street facility	\$200/mos * 12/mos			2,400	2,400
Heater repair	Contractor replacement of heater and install new ducts to unheated rooms at 17th St. facility (\$5,846).			5,846	-
Subtotal				97,656	76,000
OPERATIONAL COSTS TOTAL				122,586	100,930
TOTAL EXPENSES				291,461	303,441
Administrative Cost - 7%				20,402	21,241
Total by Year				311,864	324,682
HHAP GRANT TOTAL:					636,546

6.0 Supplemental Documentation

RCAA has the following in-place and available for County review upon request:

- Fiscal Policies and Procedures
- Human Resources Policies and Procedures
- Job Descriptions
- Best Practices
 - Concept of Trauma and Guidance for a Trauma-Informed Approach – by SAMSHA’s Trauma and Justice Strategic Initiative, July 2014
 - “TRAUMA-INFORMED CASEMANAGEMENT PRACTICE FOR YOUTH EXPERIENCING HOMELESSNESS: CONNECTION, HEALING AND TRANSFORMATION” by Frank McAlpin 5-18
- Licenses, certifications and accreditation documents for services and work provided
- Evidence of prior program performance
- Audits and Letters regarding any relevant audit findings

YSB Youth Housing Program guidelines in place include:

- Procedural Manual and Forms
- General Disbursement Processing
- Income Guidelines
- Homeless Prevention and Rapid Rehousing Program – Case Management Best Practices
- Humboldt Community Housing List
- Exit Form
- Housing Habitability Standards Inspection Checklist Tool
- Initial Telephone Screening Tool
- Homeless Management Information System Client Privacy Notice
- RELEASE OF INFORMATION AUTHORIZATION
- Documentation Order Form
- Formal Grieving Process
- Ongoing Case Management Form
- Self-Declaration of Income
- Services Form

RCAA does not believe that the proposed HHAP project is subject to Article XXXIV of the California Constitution, as clarified by Sections 37000, *et seq.* of the California Health and Safety Code.

Attachment 3

- Launch Pad License
- YSB Program Manger’s Group Home Administrator License
- Job descriptions for staff identified in budget

7.0 Exceptions, Objections, and Requested Changes – N/A

8.0 Required Attachments

- RFP Signature Affidavit
- Project Budget
- Supplemental Documentation



State of California

Department of Social Services

Facility Number: 125002775

Effective Date: 06/27/2016

Total Capacity: 12

In accordance with applicable provisions of the Health and Safety Code of California, and its rules and regulations; the Department of Social Services hereby issues

this License to

REDWOOD COMMUNITY ACTION AGENCY

to operate and maintain a

TRANSITIONAL HOUSING PLACEMENT PROGRAM

Name of Facility

REDWOOD COMMUNITY ACTION AGENCY

THPP/THP+FC

1100 CALIFORNIA ST.

EUREKA, CA 95501

This License is not transferable and is granted solely upon the following:

LICENSED TO PROVIDE TRANSITIONAL HOUSING PLACEMENTS FOR NON MINOR DEPENDENTS AGES 18-21 YEARS IN HUMBOLDT COUNTY.

Client Groups Served:

CHILDREN

Complaints regarding services provided in this facility should be directed to:

CCLD Regional Office

(530) 895-5033

Pamela Dickfoss
Deputy Director,
Community Care Licensing Division

Authorized Representative of Licensing Agency

POST IN A PROMINENT PLACE



State of California

Department of Social Services

Facility Number: 125000571

Effective Date: 12/23/1997

Total Capacity: 12

In accordance with applicable provisions of the Health and Safety Code of California, and its rules and regulations; the Department of Social Services hereby issues

this License to

REDWOOD COMM. ACTION AGENCY YOUTH SERVICE BUREAU

to operate and maintain a

GROUP HOME

Name of Facility

LAUNCH PAD
1100 CALIFORNIA ST.
EUREKA, CA 95501

This License is not transferable and is granted solely upon the following:

LICENSED TO PROVIDE TREATMENT CARE SERVICES FOR AMBULATORY CHILDREN AGES 12-17 YEARS AND NON MINOR DEPENDENTS AGES 18-19 YEARS, AND RUNAWAY HOMELESS YOUTH 12-17 YEARS.

Client Groups Served:

CHILDREN

Complaints regarding services provided in this facility should be directed to:

CCLD Regional Office

(530) 895-5033

Pamela Dickfoss
Deputy Director,
Community Care Licensing Division

Donald Watters
Authorized Representative of Licensing Agency

POST IN A PROMINENT PLACE



STATE OF CALIFORNIA
DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION



Daniel P Sweeney

Completed the Group Home Administrator Certification Program

Standard Certificate 6022506730

Effective Date: 11/29/2018 Expiration Date: 11/28/2020

Training and Certification Bureau

This certificate is issued in accordance with all applicable laws and regulations. Certificate holders are required to maintain compliance at all times. Certification alone does not qualify the person to be employed; other qualifying requirements must be met and documented.

**REDWOOD COMMUNITY ACTION AGENCY
CSD DIVISION DIRECTOR
(Community Services Division)**

POSITION PURPOSE

Under the direction of the Executive Director, the Division Director has responsibility for all programs/projects undertaken by the Division including: staff hiring and overall supervision; developing the annual division budget; monitoring division finances; invoicing; timelines; quality control; subcontractors; and representation of the division and RCAA to various vendors, community partners and the media. The Director is also responsible for the administration and integration of all related services into one cohesive unit.

The Director also has responsibility for operations management including: office space; vehicles; tools; setting the Charge Out Rate fees (if applicable); staff training; performance evaluations; and information dissemination to staff.

The Director will be responsible for primary implementation of any number, complexity, and size of projects, as necessary. This position is primarily office-based but will include attending various public meetings, and assuming a leadership role in various conferences.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Day-to-day management of the division programs/projects.
- Oversight of division operations including office space, vehicles and tools, as appropriate.
- Overall fiscal management, including preparation of the Division budget, the program/project budgets, and interface with the fiscal department to approve fiscal payment requests for all program/project expenditures.
- Point of contact with the Executive Director.
- Coordinates with program/project leads for staffing and allocation of resources for programs/projects.
- Responsible for quality control of division programs/projects.
- Cost Report reviews of division program/projects to assess expenditures, cost projections; expenditure patterns; progress towards program/project completion and the attainment of goals.
- Responsible for development within all programs and projects.
- Program/project and funding source development and trend analysis within all programs/projects.
- Possess specialized technical knowledge and experience.
- Ensure accurate and timely program information and analysis.
- Provide training and technical support to programs/projects including: guidance on implementation techniques; quality control; use of subcontractors; and the employment of consultants to assist as needed.
- Responsible for the staffing-related recommendations for the division, including: hiring, layoffs, disciplinary measures and terminations.
- Maintenance of high quality work standards and program/project timelines.
- Representation of RCAA and the divisions programs/projects to the media.
- Responsible for delegating tasks to others, including appropriate follow-up.
- Program administration and fiscal management; including negotiation of contracts, agreements, and the management of complex budgets.
- Research funding sources and prepare grant or contract applications.
- Other duties as assigned or necessary.

JOB REQUIREMENTS

Knowledge of and Experience With:

- Principles of administration and supervision.
- Basic personnel management, as well as providing leadership, motivation, training and supervision to staff, including experience with appropriate delegation and follow up.
- Federal, State and local funding sources; as well as other potential funding sources.
- Development of good working relationships with landowners, public agencies, businesses and organizations relevant to your program/project management and planning.
- Elements of program/project development, design, and implementation; including development of funding sources, competitive grant writing, and the creation of project bids, specifications and budgets.
- Creation and design of program/project implementation strategies and team building.
- Oversight of multiple complex programs/projects with consultants and subcontractors, as appropriate.
- First aid/safety procedures, maintenance of safety and high quality work standards.
- Fundamentals of community and resource planning and management as it relates to your programs/projects.
- Researching Agency resources and industry rules and best practices.
- Technical analysis and assessments, technical writing and research, as appropriate.
- Macintosh and/or PC computers and Microsoft Office Suite; especially word and excel.

Ability To:

- Lead, direct, supervise and positively motivate division staff.
- Ability to represent the division in preliminary contract and agreement negotiations, to be finalized by the RCAA Executive Director.
- Perform job duties with a high degree of self-direction and with minimal supervision.
- Oversee a large number of varied programs/projects and activities responsibly and effectively.
- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
- Facilitate meetings with small to large groups of people.
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills in a culturally sensitive and appropriate manner.
- Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, funding source representatives, businesses, the community, and with individuals contacted in the course of work.
- Prepare and track financial documentation and manage budgets.
- Accurately estimate materials and costs required for your programs/projects.
- Demonstrate creative approaches to problem solving.
- Organize and assimilate complex information and learn new tasks quickly.
- Understand and implement written and verbal instructions with a high degree of accuracy.
- Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA's Personnel Policies and Procedures Handbook and the Employee Code of Conduct
- Maintain a professional, confidential work environment.
- Have means and capacity to run job-related errands.

- Ensure and protect Agency, employee, program/projects, and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as will be required, and must have proof of current automobile insurance
- Possession of valid California Driver's License with current DMV printout showing acceptable driving record
- Submit to fingerprinting for criminal record clearance and background checks with acceptable results
- Valid First Aid and CPR certification or willingness or ability to be certified, if necessary
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

EXEMPT STAFF ONLY

This position is considered exempt from overtime pay according to The Department of Labor Laws; and as such, will occasionally include extended hours into the evenings and/or weekends.

PLEASE NOTE: This position is considered a "safety sensitive" job and will be subject to RCAA's "Substance Free Workplace" policy. This policy is included in the Policies and Procedures Handbook and a more detailed brochure is available from the Human Resources Department which further outlines the policy

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE CSD DIVISION DIRECTOR –
serving under the direction of the Executive Director, or their designee.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- The CSD Director is responsible for service projects and programs designed to help clients become self-sufficient and strengthen the community's response to poverty through partnerships.
- Oversee multiple programs, such as: AmeriCorps, Oral Health Education, Adult and Family Services, Financial Literacy, and other various Community Based Programs as needed.
- Conduct site visits on a regular basis to all of the various program locations under the Director's purview.
- Knowledge of Community based programs, and local/national service networks.
- Knowledge of Community service and the development of leadership potential and service ethic of people.
- Experience writing successful grants and reporting to funders.

MINIMUM QUALIFICATIONS

- BA in Business Administration, Social Work, Sociology or related field.
- Two (2) years demonstrated experience working in a social service setting.
- One (1) year successful administrative experience involving coordination of a program involving numerous community groups and multiple projects.
- One (1) year experience supervising or managing employees and/or volunteers.
- Experience and/or training that can be directly related to the required job responsibilities may be substituted for education on a year-for-year basis.

EXECUTIVE DIRECTOR

DATE

DIRECTOR OF HUMAN RESOURCES

DATE

I have read, understand, and agree to perform the job functions as outlined above:

Print Name

Signature

Date

**REDWOOD COMMUNITY ACTION AGENCY
YSB SHELTER PROGRAM MANAGER
(Community Services Division)**

POSITION PURPOSE

Under the direct supervision of the Division Director, or their designee, the Program Manager is responsible for the daily operation of the Program(s) facilities; this includes, but is not limited to, implementation and maintenance of the program's milieu service plan goals; hiring, training, and scheduling of staff; care and supervision of residents; provision of crisis intervention and case-management services; and supervision of the facility's maintenance per licensing or funder requirements. The Program Manager also serves as the Acting Division Director in their absence.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Managing and supervising the functioning of a Program facility
- To maintain compliance with all general requirements for all direct and indirect provisions of care for residents
- Maintain data management records, and provide daily, monthly, quarterly and annual reports
- Insure compliance with Community Care Licensing or the Grant Funders standards and regulations
- Responsible for community outreach
- Maintain CPR and First Aid certification for staff
- Develop and provide supervision and training for the staff, volunteers, and interns
- Develops, monitors, supervises and insures that all residents are provided with direct supervision and assistance as needed, in activities of daily living (hygiene, nourishment, social, educational, recreational and transportation services)
- Maintains schedule for staffing; including ongoing recruitment, hiring, orientation, training, evaluating, and makes recommendations for terminations
- Supervise/conduct intakes & insure that documentation of new resident's entry into the program indicates that entrance criteria have been met
- Insure responsibility for the care and supervision of residents, including the monitoring and management of their whereabouts
- Insure for discharging of residents after-hours, per case plan
- Perform duties of the Residential Counselors when they are not on-site
- Provide limited direct service interventions as required
- Insure that case plans are established and implemented, and that residents' records are current and accurate
- Insure the implementation of emergency/disaster procedures as needed
- Insure maintenance of facility and grounds in accordance with state licensing or funders requirements
- Insure maintenance of a daily shelter communication log and share with program staff
- Maintain program data and submit monthly progress reports to Division Director
- Represent your Division on various committees and advisory groups as directed
- Support and provide public relations and fundraising duties as directed
- Conduct performance evaluations of staff and interns
- Perform case supervision and case management services
- Assure that staff are in compliance with the Title XIX (Medi-Cal) program requirements
- Other duties as deemed necessary

JOB REQUIREMENTS

Knowledge of and Experience With:

- Generalist methods of social work practice and application of the ecological model
- Crisis theory and family systems interventions
- Psychosocial and developmental concepts of child and adolescent development
- Effective interventions with multiple family problems and at risk youth
- Grant funding and ability to assist in the development of grants, Agency contracts and budgets

Ability To:

- Demonstrate good organization skills, including prioritizing and organizing tasks effectively
- Lead, direct, supervise and positively motivate staff
- Perform job duties with a high degree of self-direction and with minimal supervision
- Understand and implement written and verbal instructions with a high degree of accuracy

- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling
- Coordinate a number of varied projects or programs and activities responsibly and effectively
- Prepare and track financial documentation and manage budgets
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills
- Establish and maintain cooperative and effective relationships with RCAA, personnel of other agencies, funding source representatives and the local service population
- Effectively develop, facilitate and lead meetings as needed
- Conduct self in professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA's Personnel Policies & Procedures Handbook and the Employee Code of Conduct
- Establish and maintain personal and programmatic boundaries while providing services
- Clearly articulate the mission, goals, strategies and purposes of RCAA and your divisions' projects or programs
- Sensitively interact with the media and foster good relations within the community
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection
- On a rotating schedule, provides on-call support and crisis management to program occupants and staff as needed; and can provide that support either by phone or in-person after hours on nights, weekends and/or holidays

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as will be required, and must have proof of current automobile insurance
- Possession of valid California Driver's License with current DMV printout showing acceptable driving record
- Submit to fingerprinting for criminal record clearance and background checks with acceptable results
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Must have effective means of communication at all times; a home/cell phone with the ability to accept messages

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

PLEASE NOTE: This position is considered a "safety sensitive" job and will be subject to RCAA's "Substance Free Workplace" policy. This policy is included in the Policies and Procedures Handbook and a more detailed brochure is available from the Human Resources Department which further outlines the policy

EXEMPT STAFF ONLY

This position is considered exempt from overtime according to the California Department of Labor; and as such, may occasionally include extended hours into the evenings and/or weekends. Weekly hours worked may exceed 40.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE YSB SHELTER PROGRAM MANAGER –

This position serves under the direction of the Youth Service Bureau Division Director, or their designee. This position is responsible for the day-to-day operations of the YSB Community Care Licensed Facility #125000571

POSITION PURPOSE

This position includes the job title of “Facility Manager/Administrator” due to the regulations of the State’s Community Care Licensing Division; and as such, is responsible for the daily operation of the many 24-hour Transitional Living Programs and Emergency Shelter for at-risk youth, runaways, or homeless youth. This position also serves as the Acting Division Director in their absence.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Insure program compliance for the multiple programs within the YSB Division:
 - TLP Program; Transitional Living Program for ages 16 – 21
 - Our House; Emergency Shelter for ages 12 – 16
 - THPP; Transitional Housing Program Plus
 - THP+FC; Transitional Housing Program for former Foster Care youth
- Participate in intake interviews to determine program eligibility, including legal, medical and psychiatric status (i.e., suicidal, under the influence, 602, 300)

JOB REQUIREMENTS

Knowledge of and Experience With:

- Psychosocial and developmental concepts of child and adolescent development
- California laws pertaining to youth
- California laws and regulations pertaining to licensing and the operation of group home facilities
- Community Care Licensing Group Home Administrator rules and regulations

Ability To:

- Become a Certified Group Home Administrator and maintain that certificate

MINIMUM QUALIFICATIONS

- BA Degree in Social Work, Psychology or a related field
- One (1) year or more experience working with at-risk youth and families, including crisis intervention and case management services; residential setting preferred
- Two (2) years supervisory experience of employees, interns or volunteers
- In lieu of academic prerequisites, a minimum of five years’ experience in residential treatment settings; that include both, staff and management experience may be substituted on a year for year basis

EXECUTIVE DIRECTOR

DATE

HUMAN RESOURCES DIRECTOR

DATE

I have read, understand and agree to perform the job functions as outlined above:

Print Name:

Signature:

Date:

REDWOOD COMMUNITY ACTION AGENCY
Community Services Division
YSB ADMINISTRATIVE ASSISTANT

POSITION PURPOSE

Under the general supervision of the Youth Service Bureau Director, or his/her designee, the Administrative Assistant will assist with administrative functions, including duties of general office manager. He/she will coordinate general office operations at the central office and outlying programs; coordinate resources, data collection, and information and referral program components; assist with grant support, transportation of youth, and general cleanliness/minor maintenance of building.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Process, facilitate and keep track of supplies procurement, publications, furniture and equipment,
- Maintain client file system and ensure confidentiality of records,
- Maintain data management information systems, and record/track agency donor list,
- Maintain Excel requisitions database,
- Coordinate the distribution of incoming and outgoing mail,
- Maintain the in-house and cellular phone systems, including troubleshooting, updating voice mails, and provide assistance and training to staff; also act as a liaison to telecommunications contractor
- Attend division management meetings, assist in compiling agendas and taking minutes, and participate in division-wide planning activities,
- Serve as division representative on RCAA Safety Committee,
- Coordinate and prepare for all monthly YSB staff meetings,
- Run departmental errands (in vehicle) including mail run, supply purchases, grant support, attend agency meetings, transport youth etc...
- Maintain overall cleanliness and organization of office areas/living areas, including bathrooms/minor building maintenance.
- Organize, produce, and photocopy agency literature such as brochures, newsletters, posters, advertisements, and additional outreach material
- Other duties as assigned or necessary.

JOB REQUIREMENTS

Knowledge of and Experience With:

- Core computer skills in word processing, database management, spreadsheets, and electronic communications (email, creating distribution lists, participating in list serve, generating e-newsletters, brochures etc.), and operate a Macintosh/PC computer with proficiency
- Issues affecting youth, including runaway and street youth issues, child abuse, suicide, gay/lesbian/bisexual issues, transgender issues, and sexual assault
- General office principles, practices and procedure
- Writing letters of inquiry, proposals, Thank you notes, etc.
- Maintain Title XIX (Medi-Cal) case notes, records and program compliance

Ability to:

- Present self and programs in a highly professional manner
- Handle multiple projects simultaneously, work independently and meet deadlines
- Work independently and meet deadlines
- Be a strong contributor in team environments
- Transport youth to appointments when needed
- Compose routine correspondence, develop clerical procedures and interpret rules and regulations
- Pay attention to detail, use strong editing skills, and commit to accuracy

- Read, write, speak, and understand the English language, demonstrate good writing and organizational skills
- Manage multiple tasks in an efficient manner
- Communicate clearly both verbally and in writing
- Operate agency and/or personal vehicle, computer (PC & Mac), phone, fax and copier
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

MINIMUM QUALIFICATIONS

Required:

- Training and experience equivalent to graduation from high school or G.E.D.
- One year office/administrative experience with increasing responsibilities

OTHER REQUIREMENTS

- Must be at least 21 years of age
- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as will be required, and must have proof of current automobile insurance, valid CDL and acceptable driving record
- Submit to fingerprinting for criminal record clearance/background checks with acceptable results
- Proof of current (within 1 year) negative TB test, or willingness to obtain one
- Home telephone or other effective means of communication

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

ON FILE

EXECUTIVE DIRECTOR

DATE

ON FILE

DIRECTOR OF HUMAN RESOURCES

DATE

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

I have read, understand, and agree to perform the job functions as outlined above:

Print Name

Signature

Date

**REDWOOD COMMUNITY ACTION AGENCY
CASEWORKER I**

POSITION PURPOSE

Under the general supervision of the Division Director, and the direct supervision by the assigned management staff or their designee, the Case Worker I will provide: crisis intervention, case management services, client advocacy, life skills education, and information and referral services to the program clients. To assess client and/or family needs; implement and monitor appropriate strategies to meet identified needs; maintain adequate case notes to monitor and analyze service delivery; prepare various reports as required; provide community outreach and liaison with other local service providers; initiate or assist in community development activities to increase the availability of services to clients and families.

ESSENTIAL JOB FUNCTIONS

Specific Tasks

- Provide supervision, assistance and mentoring in activities of daily living (i.e. hygiene, cleanliness of living areas, nutrition, employment readiness, appropriate social and/or recreational activities, educational needs and transportation).
- Conducts intake activities for new residents; including, verifying all documentation, completing required forms, coordinate with clinical staff, make room assignments and assure residents enter the facility in a safe manner without any inappropriate belongings.
- Assess client needs; identify services to meet those needs and develop a service delivery plan with the assistance of client and/or family; also lead client or family meetings/mediations.
- Implement broad based treatment methods to meet needs of individuals with mental health issues
- Monitor and evaluate achievement of service delivery plan.
- Case conference with referring agency personnel and other significant individuals and work cooperatively with personnel from law enforcement, probation, child welfare services, schools and other client-serving agencies (public, private and non-profit)
- Maintains updated case notes; maintain resident's records in compliance with programmatic, state and federal standards.
- Complete work activity reporting as required, and in compliance with all California laws and funding source standards and regulations.
- Attend weekly case supervision meetings with Head of Clinical Services; come to those meetings prepared with case information, service delivery plan, and any problems encountered.
- Confer with other staff, program leaders and clinician regarding client needs and ways of improving staff ability to impact clients in a positive manner.
- Represent the Division at various team community meetings.
- Expand community knowledge of the division's programs and services through collaboration with other service providers.
- Collaborate with multidisciplinary teams to plan treatment strategies and assist with developing treatment programs for clients.
- Facilitate weekly groups and life skills classes with clients.
- Attend in-service training's as required
- Maintain Title XIX (Medi-Cal) case notes, records and program compliance
- Provide for all clients' safety.
- Assists to manage assaultive behavior and crisis intervention; to provide support and assistance in problem resolution; and to coordinate/arrange for the provision of needed services to address these issues.
- Support and assist clients on a regular basis on developing or maintaining the skills required to achieve and sustain independent living status (i.e. socialization, rehabilitation, etc.)
- Transport clients to medical, psychiatric or legal appointments, shopping, and to other providers as needed to insure reaching goals of case plan.
- Arranges for use of various community resources, and secures necessary equipment and transportation for such activities.
- Respond to on-call duties as assigned; and other duties as assigned or necessary.

JOB REQUIREMENTS

Knowledge of and Experience With:

- Social work and mental health models of intervention; crisis intervention, family and ecological systems, and counseling theories/approaches
- Local community services and California laws pertaining to youth and families
- Group dynamics and methods of resolving group conflict
- Staff development and community building
- Issues of homelessness, trauma, addiction, treatment and recovery
- Motivational interviewing techniques
- Basic networked computer skills; including, Microsoft office word, excel, and outlook

Ability to:

- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
- Demonstrate good organizational skills and manage multiple tasks in an efficient manner.
- Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
- Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
- Maintain a professional, confidential work environment.
- Establish and maintain personal and programmatic boundaries while providing support services.
- Work effectively under pressure
- Develop comprehensive assessments and develop clearly defined casework objectives
- Mediate family conflict and negotiate contracts leading towards family reunification, if necessary
- Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA's Personnel Policies and Procedures Handbook and the Employee Code of Conduct
- Work flexible hours, which may include evenings, weekends, and holidays, and arriving to work as scheduled and prepared.
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
- Must have means and capacity to perform job related work with personal vehicle, as may be required, and must have proof of current automobile insurance.
- Possession of valid California's Driver's License with acceptable DMV driving record.
- Submit to background clearance and/or fingerprinting with acceptable results.
- Valid First Aid and CPR certification or willingness/ability to be certified, if required.
- Proof of current (within 1 year) negative TB test, or willingness to obtain one, if required.
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

NOTE:

This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy

SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR CASE WORKER I – working in ? Division

REDWOOD COMMUNITY ACTION AGENCY
Community Services Division
YSB ADVOCATE & OUTREACH SPECIALIST

POSITION PURPOSE

Under the supervision of the YSB Director or their designee, the Advocate & Outreach Specialist position is responsible for providing Outreach Services for the promotion of YSB's programs to local schools, community agencies, law enforcement, clinics etc. The position will also provide activity, employment, academic, life skills support services to youth, ages 12-24 that have resided or may reside in YSB's programs. The employee will help youth access the following: appropriate educational opportunities; provide tutoring or study skill training; connect with paid and unpaid work opportunities; provide occupational skill training; lead individual and group activities such as art, cooking, sports, etc.; provide leadership development opportunities; mentoring; comprehensive guidance and counseling along with follow-up services for not less than 12 months. This position will provide support to YSB Case Managers, Residential Staff and YSB youth who are runaways, homeless, at-risk and their families; with a primary goal of family reunification and/or stable housing and improved life skills. The position will assess client needs; implement and monitor appropriate strategies to meet identified needs; maintain adequate case notes/progress notes to monitor and analyze service delivery; prepare various reports as required; provide community outreach/liason with other local youth service providers and businesses; initiate or assist in community development activities to increase the availability of services to local youth and families.

ESSENTIAL JOB FUNCTIONS

Specific Tasks:

- Provide outreach, information and presentations to partnering agencies, schools, law enforcement, clinics etc.
- Track and document all outreach locations visited, including outreach done via email
- When appropriate and as much as possible, include YSB youth in outreach and presentations
- With advance Program Manager approval represent YSB/RCAA to the media and larger community at local youth attended events
- With advance Program Manager approval, promote YSB's program on social media
- Assess youth needs, identify services to meet those needs, and develop a service delivery plan with the assistance of youth client and/or family
- Develop relationships with local businesses for volunteer or job placements
- Act as liaison between worksites, schools and clients
- Participate, monitor and evaluate achievement of service delivery plan, including; school attendance, academic progress, volunteering, employment readiness, life skills education and extra-curricular activities
- Case conference with referring agency personnel and other significant individuals and work cooperatively with personnel from Employment Training Department, law enforcement, probation, child welfare services, schools and other youth-serving agencies (public, private and non-profit)
- Monitor and support youth with in-house vocational program, money system and life skills
- Coordinate, supervise and participate in individual and group activities including, but not limited to: hikes, art, cooking, employment readiness, improved hygiene, sports, apartment cleanliness, etc.
- Maintain updated case notes/files/progress notes
- Complete work activity reporting as required
- Attend weekly case supervision meetings; and come to meetings prepared with case information, service delivery plan, problems encountered, etc.
- Other duties as assigned or needed

JOB REQUIREMENTS

Knowledge of and Experience With:

- Crisis intervention, outreach and group facilitation
- Public speaking
- Local services relating to youth and families
- Local businesses and schools
- Youth empowerment philosophy

YSB Advocate & Outreach Specialist (3/2020)

- Issues facing homeless, runaway, street youth and substance using youth
- Macintosh/PC computers and software
- Familiarity with YSB housing programs intake process, program names and key staff for referrals

Ability To:

- Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
- Demonstrate good organizational skills and manage multiple tasks in an efficient manner.
- Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
- Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
- Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate.
- Relate comfortably and professionally with adults and youth.
- Adapt with flexibility to innovative ideas and changing conditions.
- Maintain a professional, confidential work environment.
- Establish and maintain personal and programmatic boundaries while providing support services.
- Work effectively under pressure and with minimal supervision.
- Develop comprehensive assessments and develop clearly defined casework objectives.
- Mediate family conflict and negotiate contracts leading towards family reunification, if necessary.
- Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA's Personnel Policies and Procedures Handbook and the Employee Code of Conduct.
- Maintain Title XIX (Medi-Cal) progress notes, records, & program compliance.
- Work flexible hours, which may include evenings, weekends, and holidays, and arriving to work as scheduled and prepared.
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.
- Provide emergency field response and on-call after hours on a rotating basis. Ability to arrive to work within 30 minutes of receiving call.

MINIMUM QUALIFICATIONS

Required:

- One year of experience working with children, youth and families in a counseling, crisis intervention, academic, employment or other related capacity
- Experience in public speaking

Desired:

- Knowledge of YSB's programs, the population we serve and community resources.
- Bilingual.

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law.
- Must have means and capacity to perform job related work with personal vehicle, as may be required, and must have proof of current automobile insurance.
- Possession of valid California's Driver's License with acceptable DMV driving record.
- Submit to background clearance and/or fingerprinting with acceptable results.
- Proof of current (within 1 year) negative TB test, or willingness to obtain one, if required.
- Valid First Aid and CPR certification or willingness/ability to be certified, if required.
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

NOTE FOR ALL EMPLOYEES

This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy

EXECUTIVE DIRECTOR

DATE

DIRECTOR OF HUMAN RESOURCES

DATE

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

I have read, understand and agree to perform the job functions as outlined above:

Employee Signature

Date

REDWOOD COMMUNITY ACTION AGENCY
Community Services Division
YSB RESIDENTIAL STAFF

POSITION PURPOSE

Under the general direction of the YSB Division Director and the direct supervision of the Shelter Manager(s) or their designee; the Residential Staff will provide life skill services and direct supervision of sheltered youth, ages 12-21, who are homeless, runaways, at-risk of running away and/or who are in the Transitional Living Program. To participate in assessment of client/family needs and implement strategies with the primary goal of family reunification; and to assure that sheltered youth are maintained in an environment that meets the comfort, safety and security needs of each resident. Provide crisis intervention and field response services to youth, families and agencies calling YSB's 24-hour hotline during non-office hours; including weeknights, weekends and holidays. Residential Staff will also be required to act as the Alternate Facility Manager in his/her absence.

ESSENTIAL JOB FUNCTIONS

- Provide direct supervision of residents and direct assistance as necessary in activities of daily living (hygiene, apartment cleanliness, nourishment, social, educational, recreational and transportation).
- Lead and supervise in the making of meals for and with program participants.
- Participate in intake interviews to determine program eligibility, including legal, medical and psychiatric status (i.e., suicidal, under the influence, 602, 300).
- Assist with developing an initial service delivery plan, monitor youth's response to interventions and update or modify plans as indicated by youth's response.
- Maintain updated case notes and maintain resident records in compliance with licensing standards.
- Comply with all California laws and Community Care Licensing standards and reporting responsibilities.
- Provide frequent house keeping and yard work duties as assigned and participate in shelter activities.
- Complete work activity reporting, monitor for licensing requirements and maintain communication log.
- Insure for discharging of residents after hours, per case plan.
- Provide telephone crisis intervention response to youth and families.
- Assess youth and family needs during crisis and determine need for temporary emergency shelter, provide emergency field response as needed.
- Attend weekly staff meetings and participate in in-service trainings.
- Attend weekly consultations with Head of Clinical Services or his/her designee as working schedule permits
- Maintain Title XIX (Medi-Cal) case notes, records and program compliance.
- May be required to act as alternate facility manager in his/her absence
- Other duties as assigned or necessary.

JOB REQUIREMENTS

Knowledge of and experience with:

- California laws and regulations pertaining to licensing and operation of group home facility.
- Social work models of interventions and family systems theory.
- California laws pertaining to youth.

Ability to:

- Work effectively under pressure and handle emergency situations independently.
- Work independently and with minimal supervision.
- Deal with youth and families in crisis and mediate family conflict.
- Utilize the case supervision services of YSB's Youth Case Manager effectively.
- Utilize resources within the agency and the community to implement problem-solving strategies.
- Communicate effectively in written and oral form.
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills.
- Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, mental health clinic, funding source representatives and the local service population.
- Work flexible hours including weekends, swing, graveyard shifts and holidays; arriving to work as scheduled and prepared.
- On occasions provide emergency field response and on-call after hours with the ability to arrive to work within 30 minutes of receiving call
- Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

MINIMUM QUALIFICATIONS

Required:

- BA in Social Work, Psychology, Sociology, Administration of Justice/Corrections or related field
OR
- Completion with a passing grade, from an accredited or approved college or university, of 15 college semester or equivalent quarter units in behavioral science, 9 units of which must be in courses relating to children/youth with behavioral problems which may be the result of abuse, neglect, or emotional trauma. The courses may include, but are not limited to curriculums in Corrections, Psychology, Social Work, or Social Welfare.
OR
- One year full time experience working in a residential facility or its equivalent with the client group to be served, ages 12-18. Experience shall be verified as having been performed as a paid or volunteer staff person whose duties required direct supervision and care of the client group served.

OTHER REQUIREMENTS

- Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
- Must have means and capacity to perform job related duties with personal vehicle, as may be required, and must have proof of current automobile insurance
- Possession of valid C.D.L. with current DMV printout showing acceptable driving record
- Submit to fingerprinting for criminal record clearance including child abuse index with acceptable results
- Proof of current (within 1 year) negative TB test, or willingness to obtain one
- Valid First Aid and CPR certification or willingness/ability to be certified
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Home telephone or other effective means of communication

ESSENTIAL PHYSICAL ABILITIES

Employee must be able to provide the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment.

VAL MARTINEZ – SIGNATURE ON FILE	8/2016
EXECUTIVE DIRECTOR	DATE

DEBBY BENDER – SIGNATURE ON FILE	8/2016
DIRECTOR OF HUMAN RESOURCES	DATE

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

PLEASE NOTE: This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance / Alcohol Abuse” policy. This policy was included in your new hire packet and is available from the Human Resources Department.

I have read, understand, and agree to perform the job functions as outlined above:

_____	_____	_____
Print Name	Signature	Date

REDWOOD COMMUNITY ACTION AGENCY
Administration Division
NETWORK SYSTEMS COORDINATOR

POSITION PURPOSE

Under general supervision of the Director of Finance, the Network Systems Coordinator maintains RCAA's local area networks (LAN), Internet system, VoIP phone system, and computer hardware and software.

GENERAL RESPONSIBILITIES

Specific Tasks:

- Maintain and administer computer networks and related environments including computer hardware, systems software, application software, and configuration.
- Maintain the agency's web presence and email.
- Monitor network and computer system performance, and coordinate computer access and use.
- Perform tape data backups and disaster recovery.
- Confer with network users regarding network problems, and train users less familiar with computer system use.
- Diagnose hardware and software problems, and replace defective components.
- Coordinate and implement network security measures to protect data, software and hardware.
- Perform other related duties as assigned.

JOB REQUIREMENTS

Knowledge of and Experience With:

- Computers: hardware, applications, and operating systems (OS)
- Installation of IT equipment and software to meet specifications

Ability To:

- Troubleshoot and install operating systems, networking equipment, and software, including Windows and MacOS-based servers and workstations; stand alone VoIP phones; network hubs, switches, and routers; and common word processing, spreadsheet, and database systems
- Understand and follow technical terminology and manuals
- Work well with limited supervision
- Write, maintain, and publish Web pages
- Communicate effectively in written and oral form.
- Communicate/relate with individuals of various cultures, ethnicity, philosophical views, background, income levels and communication skills.
- Establish and maintain cooperative and effective relationships with agency staff, personnel of other agencies, funding source representatives and the local service population.
- Follow all RCAA Agency policies as set forth in our handbook.
- Lift and move heavy items (50 Lbs.) on a regular basis.
- Have means and capacity to run job-related errands.
- Insure and protect agency, employee and client confidentiality and safety.

MINIMUM QUALIFICATIONS

- Two years experience working with PC Hardware
- One year working in a mixed OS environment, including Windows 98, NT 4, 2000, XP, 2003, and Mac OS

OTHER REQUIREMENTS

- Must have means and capacity to perform job related duties with personal vehicle and must have proof of current automobile insurance.
- Possession of valid California's Driver's License with current DMV printout showing acceptable driving record.
- Submit to fingerprinting for criminal record clearance, background and child abuse index checks with acceptable results.
- Submit to pre-employment physical with evidence of satisfactory health and ability to perform physical requirements of the position.
- Proof of current (within 1 year) negative TB test, or willingness to obtain one.
- Home telephone, mobile phone, or other effective means of communication.
- Proof of required education (i.e. AA, BA, MSW, etc.)
- Must dress appropriately for office environment and attending community meetings. No jeans, clothes must be clean and wrinkle free; tee-shirts must not have offensive writing or graphics on them. You may wear dress sandals (no flip-flop type shoes).
- **Physical Requirements of Job:**
Work is performed in office settings. Hand-eye coordination and fine motor skills are necessary to operate computers and various types of office machinery. All of the job functions listed above involve, to a greater or lesser degree, the following physical demands: close vision, hearing/listening, clear complete speech, touching, finger & hand dexterity, walking, lifting, carrying, sitting, and occasional lifting of up to **50** pounds.
- **Mental Requirements:**
All of the job functions listed above involve, to a greater or lesser degree, the following mental demands: complex reading, writing, clerical, perception/comprehension, math skills, good judgment, and decision-making.

EXECUTIVE DIRECTOR **DATE**

HUMAN RESOURCES MANAGER **DATE**

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

I have read, understand, and agree to perform the job functions as outlined above:

Print Name Signature Date

43