

Homeless Emergency Aid Program  
(HEAP)

HUMBOLDT COUNTY



Response to Request for Proposal

RFP No. DHHS2019-01

March 15, 2019



Mental Health  
Emi Botzler-Rodgers, MFT, Director  
720 Wood Street, Eureka, CA 95501  
phone: (707) 268-2990 | fax: (707) 476-4049

March 14, 2019

To Whom It May Concern:

The Humboldt County Department of Health and Human Services Transition-Age Youth (TAY) Division is pleased to submit this proposal, requesting \$211,866 of Homeless Emergency Aid Program funding. If awarded funding, the TAY division will expand emergency services by adding one Homeless Youth Case Manager who will provide youth with targeted case management and service navigation, focused on preventing homelessness and assisting homeless youth with locating and securing permanent housing. Additionally, the TAY Division proposes to provide immediate emergency assistance services for homeless youth by purchasing a washer and dryer set and installing a shower at the TAY Drop-In Center, located at 433 M Street, Eureka CA.

The TAY Division has been working with DHHS Facilities and Employee Services to plan the proposed purchase and installation of the shower and washer and dryer set and approve the addition of a case manager position. If awarded funds, the TAY Division is prepared to immediately move forward with project implementation.

The TAY Division is an integrated division that provides a variety of services and supports to transition-age youth (youth ages 16-26) in Humboldt County. The integrated division consists of Behavioral Health Services, Extended Foster Care and Independent Living Skills, Peer Coaches, and the Humboldt County Transition-Age Youth Collaboration (HCTAYC). The expansion of case management services to include a dedicated position designed to assist homeless youth locate and secure permanent housing will provide support to at-risk youth along their journey toward stability and self-sufficiency. Additionally, the expansion will facilitate increased linkage to supports and services including: access to primary care, behavior health, employment, benefits advocacy and legal assistance. The provision of a shower and laundry facility will provide a safe place for these vulnerable youth to get a fresh start.

Jeremy Nilsen is the designated Project Manager authorized to communicate with the County with regard to this proposed project. Jeremy is located at 2440 6th Street, Eureka, CA 95501 and can be reached by phone at 707-388-6683 or by email at [jnilsen@co.humboldt.ca.us](mailto:jnilsen@co.humboldt.ca.us).

Sincerely,

Jeremy Nilsen, Deputy Director, Children's Mental Health






**REQUEST FOR PROPOSALS – NO. DHHS2019-01  
SIGNATURE AFFIDAVIT**

<b>NAME OF ORGANIZATION/AGENCY:</b>	County of Humboldt, Department of Health and Human Services, Children's Mental Health, Transition Age Youth (TAY) Division
<b>STREET ADDRESS:</b>	433 M Street
<b>CITY, STATE, ZIP</b>	Eureka, CA 95501
<b>CONTACT PERSON:</b>	Jeremy Nilsen
<b>PHONE #:</b>	707-388-6683
<b>FAX #:</b>	
<b>EMAIL:</b>	jnilsen@co.humboldt.ca.us

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 agency and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS 2019-01 and declares that the attached Proposal and pricing are in conformity therewith.

  
Signature

Jeremy Nilsen  
Name

3/15/19  
Date

3/15/19  
Date

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

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#### **4.0 Professional Profile**

Per RFP No. DHHS2019-01, Humboldt County departments are not required to submit a Professional Profile. The Transition Age Youth division submitting this proposal is a division of the Humboldt County Department of Health and Human Services.

#### **5.0 Project Description**

##### **A. Project Design:**

##### **Transition-Age Youth Homeless Services: A One Stop Shop**

The Humboldt County Transition-Age Youth (TAY) division is submitting a grant proposal for \$211,866.00 of Homeless Emergency Aid Program funding to support capital improvements, housing navigation services and immediate emergency assistance services for homeless youth, in alignment with youth-identified priorities. On November 6th 2018, Youth Organizers and the Humboldt County Transition-Age Youth Collaboration (HCTAYC) Supervisor facilitated a focus group with the goal of listening to youth, discussing their needs in regard to homelessness and how the TAY Division could work toward meeting those needs. The results of the focus group were as follows:

##### **Top Priorities Identified by Youth to Address Homelessness:**

- #1 Showers
- #2 Laundry
- #3 Increased staff support, i.e. case management

Accordingly, the TAY Division is requesting HEAP funding to convert one of the three existing restrooms at the TAY Drop-In Center, located at 433 M Street, Eureka CA, to include an **ADA accessible shower**, while maintaining the current bathroom. Existing peer coaches and the proposed TAY Homeless Youth Case Manager will take the lead in supporting youth to access the shower with a daily sign-up sheet, as well as teach healthy hygiene skills. The shower would be available to young people by daily sign-up between the hours of 9-12pm and 1-4pm. Shower sign-ups will be available for 20 min intervals. Towels and personal care items will be provided.

In addition, the TAY Division will purchase a **washer and dryer** set, also to be installed at the TAY Drop-In Center, located at 433 M Street, Eureka CA. The washer and dryer will be a laundering resource for the target population defined in the section immediately below and will be accessed in the same way described above for the shower. An on-site shower and laundry facility, coupled with the existing clothing closet, will provide a safe place for vulnerable youth to get a fresh start.

Finally, the proposed **Homeless Youth Case Manager** will provide youth with targeted case management, focused on preventing homelessness and assisting homeless youth to locate and secure permanent supportive housing. The case manager will be dedicated to working with youth experiencing, or at risk of experiencing homelessness, will guide youth



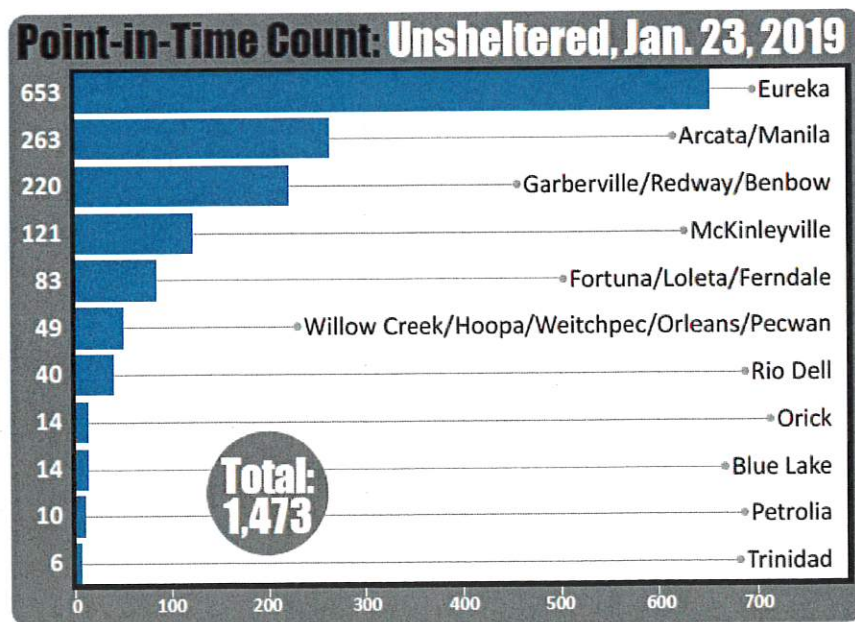
with their housing search and work with youth to minimize future episodes of homelessness. The Housing First approach will be utilized; participation in any other services will be voluntary and barriers related to prerequisites or conditions beyond those required of any other tenant will not be imposed.

### **Target population to be served:**

The TAY HEAP Project will serve youth ages 16-26 experiencing homelessness or at imminent risk of homelessness. Based on existing data, it is estimated that approximately 100 unduplicated youth will access the shower and/or laundry facilities and 80 unduplicated individuals will access the services of the Homeless Youth Case Manager during the project period.

In the event an adult over 26 makes a request for homeless assistance, a referral the appropriate program will be made. In the event an individual under the age of 16 seeks homeless assistance, TAY leadership will work with DHHS leadership to provide services appropriate for and tailored to the needs of that particular individual.

Every two years, the County of Humboldt conducts a Homeless Point-In-Time (PIT) Survey. This survey counts the number of homeless individuals in a community. This count then becomes a measure quantifying the prevalence of homelessness in local Continuums of Care. The final report for 2019 is not published yet. Preliminary data reports show, the total number of people unsheltered was 1,473.



It is unknown at this point, what proportion of the 1,473 individuals reported as homeless are considered youth. However, it is expected that the number of homeless youth counted in 2019 will exceed the number of homeless youth counted 2017. What is known, 653 of those individuals counted as homeless, regardless of age, were in Eureka at the time of the

count. It is a reasonable assumption that out of the 653 individuals counted as homeless in Eureka, some fall within the TAY service age group of 16-26. The TAY Drop-In Center's centralized Eureka location, reputation, visibility and proximity to public transportation make it a natural fit to house the expanded homeless youth services.

The published results from the 2017 PIT Survey tallied a total of 668 people in Humboldt County that experienced homelessness on the designated evening. Of those that participated in the survey, approximately 11.4 percent were considered homeless. Applying the same ratio, approximately 168 of the 1,473 individuals reported as homeless could be within the target population.

Inventory Count Date: 2/27/2017

Population: Sheltered and Unsheltered Count

Unaccompanied Youth Households

	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Total Number of unaccompanied youth households	11	21	0	44	76
Total number of unaccompanied youth	11	27	0	44	82
Number of unaccompanied children (under age 18)	6	17	0	0	23
Number of unaccompanied young adults (age 18 to 24)	5	10	0	44	59

The TAY Drop-In Center is a place for all youth ages 16-26. In the six month span between September 2018 and February 2019, the TAY Drop-In Center provided services for 119 unduplicated individuals. On average these individuals visited the center 15 times a month. Of those, TAY estimates 60 individuals were either homeless or at risk of homelessness.

#### **Goals, Objectives and Timeline:**

Goal: Increase resources available to TAY for emergency homeless assistance, locating stable housing and breaking the cycle of homelessness.

Objective: Purchase, install and make available a shower and laundry facility within the first nine months of the grant performance period.



Measure: TAY anticipates 100 unduplicated individuals will utilize the shower and/or laundry facility prior to the June 30, 2021 grant conclusion.

Objective: Recruit, hire and train a Homeless Youth Case Manager within the first nine months of the grant period to provide targeted case management, focused on preventing homelessness and assisting homeless youth with locating and securing permanent supportive housing.

Measure: TAY anticipates 80 unduplicated individuals will access the services of the Homeless Youth Case Manager prior to the June 30, 2021 grant conclusion.

### **Data Collection and Sustainability:**

TAY staff are confident all data will be collected accurately in order to provide an evaluation of program effectiveness, individual outcomes and report out on encounter level information. TAY staff are already trained in the use of the County's Homeless Management Information System (HMIS) and support young people to be connected with the Coordinated Entry System. TAY staff will accomplish program evaluation and reporting by comparing client successes against individualized plans of service, utilization of a Client Satisfaction Survey, HMIS, and demographic forms used to collect data for the Mental Health Services Act Prevention and Early Intervention reporting requirements.

TAY has created a strategic plan to ensure the continuation of this project beyond the grant cycle. The sustainability relies on billing for services provided to Medi-Cal beneficiaries. The Homeless Youth Case Manager will be trained in Medi-Cal documentation, and the claims submitted for their services will result in this position being able to remain once the grant funding ends. In addition to Medi-Cal billing, funding will be sought through other grants, local measures, and local foundations. TAY intends on purchasing supplies needed for the shower and laundry facility through funds provided by DHHS and by augmenting financial resources through fund raising and donation acceptance. The intent to use alternative funds to purchase shower and laundry supplies applies to the performance period and beyond.

### **Supporting the County's Efforts to End Homelessness:**

By providing more comprehensive services to young people experiencing or at risk of experiencing homelessness, the TAY Division will be able to intercept individuals early in life. This upstream approach will prevent later episodes of homelessness essentially breaking an ongoing cycle. Case management services will improve the overall health and safety of our target population, our individual communities and county as a whole.

The Homeless Youth Case Manager will meet with individuals on a regular basis and provide the necessary supports in order for young people to locate and secure permanent housing. Specifically, the case manager will assist youth with their housing search and



obtain necessary documents such as identification cards, assist youth fill out and submit rental applications, teach youth to create and adhere to a budget, help youth learn the principles of being a good tenant, help identify risk factors which could lead to eviction, and work to reduce the likelihood of eviction. Ultimately, the TAY Homeless Youth Case Manager will be able to tap into the resources that have been created, with the assistance of the Humboldt Housing & Homeless Coalition (HHHC). The Homeless Youth Case Manager will be aligned with the 43 regional Homeless Youth Liaisons, increasing the web of support. Much of the foundational foot work to recruit landlords has started. If Rapid Re-Housing support, in the form of financial assistance is available, the TAY Homeless Youth Case Manager will be able to help youth secure that monetary aid.

This case manager will have a secondary focus of providing referrals to other TAY services and provide additional linkage to other appropriate services in the community, including employment resources, legal resources and advocacy. The case manager will also help individuals navigate the medical community and connect clients with a primary care physician, if needed.

The proposed HEAP project utilizes the **Housing First Model** to address youth homelessness by focusing on locating and securing permanent housing as quickly as possible. Voluntary, complementary services such as Behavioral Health and Mental Health Services, Peer Coach Mentoring, as well as Independent Living Skills, will be offered and provided upon request.

TAY Division does not require participants to engage in any services. Services are conveniently located at the TAY Drop-In Center and are readily available when requested. The TAY Drop-In Center allows youth at any stage of motivation to participate/access the space. Youth are not excluded for failure to participate in TAY services, events or workshops, nor for failure to make progress on a goal or service plan. Peer coach staff approach every young person, each day, with “is there anything we can help you with today?” Moreover, the TAY Drop-In Center does not screen youth for SUD, nor exclude youth who may be struggling with SUD issues.

## **B. Project Budget:**

Attachment B, titled Project Budget provides an itemized list of all of the expenditures of HEAP funds associated with the proposed project. The following table provides an itemization of the expenses the TAY Division is seeking funding for, how that dollar amount was determined and justification for the expense.

<b>Expense</b>	<b>Cost of Expense</b>	<b>How Cost Was Determined</b>	<b>Justification of Cost</b>

Homeless Youth Case Manager	\$171,714	<p>The cost to support the Homeless Youth Case Manager position was derived for the existing salary and benefit information for a non-specific case manager.</p> <p>Hourly Rate of Pay or Salary Calculation: 1.00 FTE \$4,076.03/month x 25 months + State Unemployment Insurance at 0.26%, FICA at 7.65%, PERS Retirement at 27.139%, PARS at 1.50%, Life Insurance at \$34.68 per year, Dental Insurance at \$696 per year, Health Insurance \$6,710.87 per year, and Workers Compensation \$8,201.80 per FTE annually.</p> <p>Cost to support position during the performance period \$171,714.</p>	<p>Cost \$1,403.875/per unduplicated youth served.</p> <p>The Homeless Youth Case Manager will assist at a minimum 80 individual who are homeless or at risk of homelessness located and secure permanent housing. With the assistance of the Homeless Youth Case Manager, over 80 youth will receive the lifelong benefit of learning skills to create and maintain and adhere to a budget, locate and secure housing and avoid eviction. This skill-set will remain with the individual and could potential break a life-time cycle of recurrent homelessness.</p> <p>Without connections to the right types of care, they cycle in and out of hospital emergency departments and inpatient beds, detox programs, jails, prisons, and psychiatric institutions—all at high public expense. Some studies have found that leaving a person to remain chronically homeless costs taxpayers as much as \$30,000 to \$50,000 per year.<sup>1</sup></p>
LG 4.5 cu. Ft. High-Efficiency Front Load Washer with Steam and Turbowash	<p>\$1,199.99 + 8.5% sales tax.</p> <p>\$1,301.99</p>	<p>Facilities supplied a choice of two machines, each comparable in price. The unit with the greater capacity was selected.</p>	<p>An average load of laundry cost \$10 to clean and dry. The one time combined purchase of the washer and dryer is \$2,603.98. TAY anticipates serving 100 individuals with the assets and expects each individual to use the assets 10 times. The cost asset per use is \$2.60. Meanwhile the individual is able to save \$100 and apply that savings to their housing expense.</p>



LG 7.4 cu. Ft. Electric Dryer with Steam	\$1,199.99 + 8.5% sales tax. \$1,301.99	Facilities supplied a choice of two machines, each comparable in price. The unit with the greater capacity was selected.	An average load of laundry cost \$10 to clean and dry. The one time combined purchase of the washer and dryer is \$2,603.98. TAY anticipates serving 100 individuals with the assets and expects each individual to use the assets 10 times. The cost asset per use is \$2.60. Meanwhile the individual is able to save \$100 and apply that savings to their housing expense.
27 in. 3-Piece Dryer Stacking Kit	\$35.00 + 8.5% sales tax. \$37.98	Facilities supplied a choice of two stacking kits, each comparable in price but specific to a model. The stacking kit that was appropriate for the machines chosen was selected	Best utilization of square footage.
Washer/Dryer Warranty	\$650.00 + 8.5% sales tax. \$705.00	Warranty cost is specific to the make and model of the machine selected.	Non-optional expense.
Washer/dryer installation and supplies	\$150.00 + 8.5% \$163.00	Cost is of installation and supplies is a flat dollar amount.  Cost did not fluctuate dependent on make and model selected.	Non-optional expense.
Shower design, renovation, materials, construction (demolition, plumbing, tile work,	\$17,400	A general estimate from a local contractor was obtained and facilities provided an estimate for the cost associated with Certified Access Specialist reviews for compliance with	With approval from the building landlord, Facilities provided a general contractor estimate for this portion of the proposal. ADA certification costs were also calculated to make the shower accessible to all.

hardware) and ADA certification		Americans with Disabilities Act.	
Administrative costs	10% of project cost  \$19,262	10% is the maximum allowable Indirect Rate.	The cost to provide administrative support exceeds 10% of the project. The administrative expenses that exceed the 10% allowable will be an in-kind contribution to the project.

## **6.0 Supplemental Documentation**

Supplemental documentation, Attachment 3 – Exhibit A-E have been included to demonstrate TAY's readiness to implement the proposed HEAP project. The existing job description for a Case Manager can be easily expanded upon to include the specification for the Homeless Youth Case Manager. Job descriptions for a non-specialized Case Manager and Peer Coach have been included to illustrate the holistic services, such as peer support, non-housing specific Case Management that is currently available at the TAY Drop-In Center. The TAY Brochure, Newsletter and Calendar of Events provides a glimpse into the history of TAY, micro-programs embedded in TAY, Evidence-Supported Practices adopted by TAY, complimentary services accessible through TAY and current events. The floor plan for the TAY Drop-In Center shows the Facilities Department's pre-approved location for the installation of the shower, washer and dryer using pre-existing hook-ups.

### **Exceptions, Objections and Requested Changes**

The TAY Division has no exceptions, objections and/or requested changes as it pertains to RFP No. DHHS2019- 01 or the submission of the TAY HEAP Proposal.

### **Required Attachment**

Attachment 1 – RFP Signature Affidavit

Attachment 2 – Project Budget

Attachment 3 – Supplemental Documentation

Exhibit A – Peer Coach I-II Job Description

Exhibit B – Mental Health Case Manager Job Description

Exhibit C – TAY Brochure

Exhibit D – 433 M Street, Eureka Floor Plan (TAY Center)

Exhibit E – TAY Newsletter

Exhibit F – TAY March Calendar




## ATTACHMENT 1

REQUEST FOR PROPOSALS – NO. DHHS2019-01 SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	County of Humboldt, Department of Health and Human Services, Children's Mental Health, Transition Age Youth (TAY) Division
STREET ADDRESS:	433 M Street
CITY, STATE, ZIP	Eureka, CA 95501
CONTACT PERSON:	Jeremy Nilsen
PHONE #:	707-388-6683
FAX #:	
EMAIL:	jnilsen@co.humboldt.ca.us

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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 agency and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS 2019-01 and declares that the attached Proposal and pricing are in conformity therewith.

  
\_\_\_\_\_  
Signature  
  
\_\_\_\_\_  
Jeremy Nilsen  
Name

3/15/19  
\_\_\_\_\_  
Date  
  
\_\_\_\_\_  
3/15/19  
Date

## ATTACHMENT 2 – PROPOSED BUDGET

<b>A. Personnel Costs</b>	
<i>Formula for salary calculations and any benefits should be clearly identified</i>	
<b>Title:</b> Mental Health Case Manager <b>Hourly Rate of Pay or Salary Calculation:</b> 1.00 FTE \$4,076.03/month x 25 months + State Unemployment Insurance at 0.26%, FICA at 7.65%, PERS Retirement at 27.139%, PARS at 1.50%, Life Insurance at \$34.68 per year, Dental Insurance at \$696 per year, Health Insurance \$6,710.87 per year, and Workers Compensation \$8,201.80 per FTE annually. <b>Duties Description:</b> The case manager will provide youth with targeted case management, focused on preventing homelessness and assisting homeless youth with locating and securing permanent supportive housing.	171,714
<b>Total Personnel Costs:</b>	<b>171,714</b>
<b>B. Supplies</b>	
<b>Title:</b> LG 4.5 cu. Ft. High-Efficiency Front Load Washer with Steam and Turbowash <b>Description:</b> \$1,199.99 + 8.5% sales tax. Washer will be installed in the TAY drop-in center. The washer and dryer will be a laundering resource for TAY youth experiencing or at risk of experiencing homelessness.	1,302
<b>Title:</b> LG 7.4 cu. Ft. Electric Dryer with Steam <b>Description:</b> \$1,199.99 + 8.5% sales tax. Dryer will be installed in the TAY drop-in center. The washer and dryer will be a laundering resource for TAY youth experiencing or at risk of experiencing homelessness.	1,302
<b>Title:</b> 27 in. 3-Piece Dryer Stacking Kit <b>Description:</b> \$35.00 + 8.5% sales tax. Washer and dryer will be installed in the TAY drop-in center. The washer and dryer will be a laundering resource for TAY youth experiencing or at risk of experiencing homelessness.	38
<b>Total Supply Costs:</b>	<b>2,642</b>
<b>C. Other Costs</b>	
<b>Title:</b> Washer/dryer Warranty <b>Description:</b> \$650.00 + 8.5% sales tax. Protection plan for purchased washer and dryer.	705



<b>Title:</b> Washer/dryer installation and supplies <b>Description:</b> \$150.00 + 8.5% sales tax. Labor and parts required for installation of washer and dryer in the TAY drop-in center.	163
<b>Title:</b> ADA accessible shower installation <b>Description:</b> Design, renovation, materials, construction (demolition, plumbing, tile work, hardware) and ADA certification (Certified Access Specialist review)	17,400
<b>Title:</b> Administrative costs <b>Description:</b> 10% Administrative costs include grant management, costs of rent, utilities, internet connection, IT and support and other occupancy and infrastructure costs for project staff.	19,262
<b>Total Other Costs:</b>	<b>37,530</b>
<b>Grand Total :</b>	<b>211,866</b>

## Attachment 3 – Supplemental Documentation – Exhibit A

### Peer Coach I-II Job Description

#### Peer Coach I/II

**Class Code 0576**

**Salary**

**\$12.26 - \$16.86 Hourly**

#### DEFINITION

Under close supervision; performs peer coaching, support and assistance to clients who are receiving social or health and human services; serves as liaison between the client and social or health and human services providers; provides orientation to services for individuals newly entering the social services system; provides client education, mentoring, and advocacy; supports self-empowerment of clients to act on their own behalf regarding their needs; provides feedback to social service providers related to clients' perceptions of the program for quality improvement purposes; and performs related duties as assigned.

#### DISTINGUISHING CHARACTERISTICS

Peer Coach I: Peer Coach I is the entry level position in this series. Initially, under close supervision, employees in this class receive in-service peer training, and are given detailed instructions in the performance of a variety of client support functions related to Social or Health and Human Services programs. Employees are expected to promote to the Peer Coach II level after one year of satisfactory performance at the trainee level.

Peer Coach II: Peer Coach II is the full working level class in this series. Employees at this level are expected to use independent judgment to perform the full scope of client support duties. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Peer Coach I, or if filled from the outside, require prior related experience.

#### EXAMPLES OF DUTIES (Illustrative Only)

- As part of a social or health and human services team, provides 1:1 and/or group peer coaching, mentoring, support and assistance to social service clients.
- Supports individuals to develop client-driven goals for wellness and strategies for achieving those goals, including the active participation in relevant social or health and human services program activities.



- Provides role modeling and encouragement to clients to take personal responsibility and to self-advocate in actively pursuing their own wellness plans.
- Participates in reciprocal education with other providers to support integration of peer support and recovery principles within provider teams.
- Helps link clients to needed resources and develop personal supports for their self-identified wellness plan.
- Serves as a mentor to promote hope and empowerment.
- Accompanies clients to meetings and case conferences to support a person receiving services to self-advocate for their self-identified needs, to act as an advocate as needed to help clients communicate their unique and subjective experiences and perceptions and to provide a "bridge" between providers and individual(s).
- Provides an orientation to services for individuals in need of services.
- Communicates, represents and promotes the person's perspective to other service providers within the social service or health and human services system when there is a barrier to an individual acting on their own behalf.
- Develops, coordinates and identifies outcomes of workshops, conferences and other coordinated efforts to individuals receiving services.
- Provides evaluation of peer and non-peer driven activities to improve client services.
- Participates in and conducts program outreach activities, including providing information about social service or health and human services programs to the general public and targeted audiences/communities.
- Reviews existing programs and supports the development of new programs and resources for implementation of recovery/resiliency principles, as well as strength-based, client and family driven services.
- Represents the Department in local and statewide meetings to support networking with other providers and stakeholders.
- Attends and participates in meetings, workshops and conferences as assigned to support professional development and training.
- Performs related duties as assigned.

## QUALIFICATIONS

Knowledge of:

- Cultural awareness of the communities served.
- The basic strengths, needs and challenges, attitudes, and behaviors of people with mental health/wellness challenges.
- General types of goals and purposes of cross-system partnerships in public social services programs.
- How to inspire hope with others.
- Public and/or private agency, as well as general community resources available for people with social service needs.

Skill in:

- The concepts of integrated wellness.
- The principles of resiliency, recovery and peer support.
- The basic principles and practices of social service or health and human services programs.
- The basic principles and practices of related system providers (education, juvenile justice, Women Infants and Children, Child Protective Services, domestic violence services)
- Understanding the cultural and social factors of those clients being served
- The ability to engage with individuals/families receiving services using compassion, empathy and a reciprocal approach.
- Understanding the ethnic, racial, cultural and social factors of diverse individuals and communities that may affect behavior patterns.
- Effective communication in socially and culturally respectful ways with clients, professional colleagues, and community members.
- Exercising sound judgment when evaluating situations, initiating action, and developing alternatives based upon using established procedures and regulations and implementing recovery principles.
- Following written and oral instructions.
- Maintaining confidentiality of case files according to HIPAA guidelines.
- Reporting to work site at the assigned times.
- Maintaining accurate and systematic records.
- Effectively establishing and maintaining good relations with a range of social and ethnic groups reflective of those individuals receiving services.
- Communicating effectively with individuals from diverse socio-economic and cultural backgrounds to ensure access to and client satisfaction with services.
- Participating as a team player and work with others

Other Requirements:

Some positions in this classification may require possession of a valid California driver's license.

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is:

Peer Coach I: Work experience with a mental health facility, hospital or related facility or current or previous experience as a client who received social or health and human services.

Peer Coach II: In addition to the above, one year of experience at a level equivalent to the County's class of Peer Coach I.



## Attachment 3 – Supplemental Documentation – Exhibit B

### Mental Health Case Manager Job Description

#### **Mental Health Case Manager I**

**Class Code 0907**

**Salary**

**\$17.82 - \$22.86 Hourly**

#### DEFINITION

Under general supervision, provides case management and psychiatric after-care services for mentally ill and emotionally disturbed clients on an out-patient basis; collaborates with inter-disciplinary health treatment teams to plan treatment strategy and assists with developing treatment programs; performs related work as assigned.

#### DISTINGUISHING CHARACTERISTICS

Mental Health Case Manager I: This is the first working level in this experienced class, responsible for providing a wide range of case management and continuing care services for clients in twenty-four hour care facilities, board and care homes, skilled nursing facilities, and independent living situations. This class is alternately staffed with Mental Health Case Manager II and incumbents may advance to the higher level after meeting the qualifications of the higher level class.

#### EXAMPLE OF DUTIES

- Develops plan for each client including general assessment of mental status, economic need, vocational potential, physical health, needs for resocialization, least restrictive living environment, and individual treatment required.
- Monitors, supports and assists clients on a regular basis in developing or maintaining the skills required to achieve independent living status; arranges for money management and educational, socialization, rehabilitation and other social services.
- Performs crisis intervention to provide support and assistance in problem resolution and to coordinate or arrange for the provision of needed services; is available for emergency situations as required.

- Advocates for clients and encourages community resources and human services agencies to assist clients in their movement toward independent living; develops community re-entry plans for mental health clients; establishes specific linkages with local agencies and community resources to maximize the effectiveness of the case management system.
- May review and administer medications to clients.
- May serve as case coordinator for assigned patients or clients.
- Evaluates board and care facilities for level of care and continuing program eligibility; oversees compliance and coordination of special service programs within facilities; provides supportive services to board and care staff including training, treatment plan development and liaison at the client level.
- Monitors treatment, evaluates progress, and advocates for clients in locked or skilled nursing facilities.
- Assesses the adequacy and appropriateness of client living arrangements and assists in securing alternative living arrangements when necessary.
- Assists in the development of board and care and other residential settings.
- Provides supported employment services to assist clients in obtaining and maintaining employment in the community.
- May provide direction and oversight to student interns.
- Assists in facilitating and maintaining conservatorship arrangements; provides qualifying documentation and testifies in court as required.
- Maintains accurate records in compliance with state and local requirements; documents client progress, problems and client response.
- Works closely and cooperatively with the County Public Guardian.
- Transports clients to medical/psychiatric appointments, shopping, and to other facilities to ensure the appropriateness of care and housing.
- May be asked to evaluate and provide services to clients in jail or other locked facilities.

## QUALIFICATIONS

Knowledge of:

- Principles and methods of mental health case management, particularly as related to assessment of on-going client needs.
- Techniques for dealing with disturbed individuals and/or their families.
- Basic medical and psychiatric terminology.
- Community resources and service agencies.
- Psychotropic medicines and their side effects.
- Standard medical recordkeeping, including client charting and the processing and maintenance of required documentation.
- Standard office administrative practices and procedures.
- Basic principles of training and instruction.
- Laws and regulations concerning board and care facilities.



Skills in:

- Conducting client assessments, and case management for the mentally disabled in board and care, skilled nursing facilities, other after-care settings and locked facilities including the jail.
- Developing effective client care plans to facilitate client maintenance.
- Performing crisis intervention, responding promptly to client emergency situations and taking effective action to control potentially violent incidents by intervention and referral.
- Providing support for a variety of chronically mentally ill clients.
- Documenting detailed client histories and maintaining accurate records and files.
- Preparing clear and concise records, correspondence and other written materials.
- Exercising sound independent judgment within established guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Training and instructing board and care staff.
- Assessing board and care homes for level of service and compliance.

Other Requirements:

Specified positions may require the possession of a valid California driver's license.

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is:

Mental Health Case Manager I: Three years of experience providing case management services to clients in a public or private social services or mental health environment.

## Attachment 3 – Supplemental Documentation – Exhibit C

### TAY Brochure

#### ● California Youth

##### ● Connection (CYC)

- California Youth Connection (CYC) is a youth-led organization that develops youth leaders who empower each other and their communities to transform the foster care system through legislative and policy change. It is open to current and former foster youth ages 14 to 24.



Humboldt's CYC chapter meets on the first and third Tuesdays of the month at TAY from 5:30 to 7:30 p.m.

#### ● Employment Training

##### ● Division

- TAY has partnered with DHHS Employment Training Division and The Job Market to support youth with finding jobs, succeeding at work, and achieving financial stability. A TAY Vocational Counselor is available for one-on-one assistance with job search, resumes, cover letters, applications, interview practice, vocational assessments, goal-setting, skill development, college applications, and referrals to GED preparation, job readiness workshops, and training scholarships for qualified youth.



#### ● Transition to

##### ● Independence Process

##### ● Model (TIP)

- Here at TAY we use the evidence-supported practice known as TIP. The TIP Model is a youth-driven model that focuses on teaching young people how to become self-sufficient in areas such as employment, education, housing, personal relationships, life skills and creating supportive social networks within their communities. The TAY team is committed to helping youth successfully transition from adolescence into adulthood.



Transition to  
Independence Process  
**TIP Model**

Lighting the Way to Independence  
for Youth and Young Adults

**Transition-Age  
Youth Division**  
433 M St., Eureka  
CA 95501

phone: 707-476-4944  
fax: 476-4925

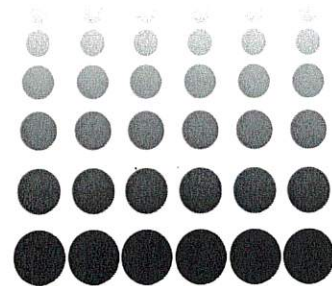


**TAY**  
Transition  
Age Youth  
division

433 M St.

Eureka, CA 95501

Phone: 707-476-4944



TAY infold brochure - September 2017



## ● What is TAY?

● The Transition-Age Youth (TAY) Division was launched in 2011. All services are voluntary. The program serves youth and young adults ages 16 to 26. The TAY Division has three main units which are all co-located: TAY Behavioral Health, the Independent Living Skills program (ILS) and the Humboldt County Transition Age Youth Collaboration (HCTAYC). The TAY Division also partners with DHHS Public Health, the Employment Training Division, Alcohol & Other Drug Services for adolescents and adults, juvenile probation and other community partners and organizations.

Stop by during our "Drop-In" hours every Wednesday from 2 to 5 p.m. at 433 M St. Eureka. You can meet staff and/or schedule an appointment with TAY Behavioral Health, ILS, HCTAYC, a TAY Peer Coach, or a vocational counselor. Twice a month we have a Public Health nurse available. We have food and activities to help you feel welcome.

## TAY Behavioral Health

Serves youth and young adults  
ages 16 to 26

● The Behavioral Health Unit provides specialty mental health services such as individual and family therapy, case management, referrals for psychiatric services and wraparound for young people that focus on the transition domains of employment, housing, education, career and personal well-being. We are excited to begin to offer group therapy, as well.

## ● Independent Living

### ● Skills program (ILS)

Serves youth and young adults  
ages 16 to 21

● The Independent Living Skills program is designed to assist current and former foster youth as they transition from the foster care system into independence. Youth who have been in foster care after their 16th birthdays are eligible for ILS services until the day before their 21st birthday.

ILS coordinators facilitate a variety of services, including assistance in obtaining a high school diploma or GED certificate, pursuing post-secondary education, career exploration, job placement and retention, daily living skills including financial skills and management, retrieving copies of vital documents, fun and educational workshops, and so much more!

## ● Peer Coaches

Serves youth and young adults  
ages 16 to 26

● Our TAY Peer Coaches are here to provide outreach and engagement to young people. They utilize their lived experiences of homelessness, foster care, juvenile justice, and mental health to mentor and empower young people to be their most authentic selves and to support a healthy transition into adulthood.

## ● Humboldt County

### ● Transition-Age Youth

### ● Collaboration

Serves youth and young adults  
ages 16 to 26

The Humboldt County Transition-Age Youth Collaboration was launched in 2008 as a collaboration bringing youth, the Humboldt County Department of Health & Human Services, Youth In Mind, California Youth Connection, and the Y.O.U.T.H. Training Project together to improve the services youth receive as they transition into adulthood and become independent.



HCTAYC works to empower youth because it understands young people are experts in the systems that impact them, and this expertise is vital in system transformation. HCTAYC helps to foster and build skills in the areas of youth development, policy change, youth advocacy, community engagement and wellness. It provides training to youth, staff, and community partners related to more effectively engaging youth and developing youth-informed approaches. For more information, call 476-4922.

### ● Youth Advisory Board

● If you want to make a real change in Humboldt County and you are between the ages of 16 and 26, apply to be on HCTAYC's Youth Advisory Board. Members receive a monthly stipend for their work.

● ● ● ● ●  
● [humboldt.gov.org/904/Transition-Age-Youth](http://humboldt.gov.org/904/Transition-Age-Youth)  
● [humboldt.gov.org/541/Independent-Living-Skills-Program](http://humboldt.gov.org/541/Independent-Living-Skills-Program)  
● ● ● ● ●





## Attachment 3 – Supplemental Documentation – Exhibit E

### TAY Newsletter

**ILS Coordinators**  
Evan Alves 707-296-0155  
Brassily Ubedei 707-502-7159

**Extended Foster Care Social Workers**  
Sarah Clements 707-407-7758  
Erica Ashby 707-296-0019  
Lauren Perez 707-298-7067

**HCTAYC Youth Organizer**  
Calla Pelier-Olson 707-382-7312

**Peer Coaches**  
Stacey Farmer 707-273-8927  
Cody Hoyt 707-296-5012  
Sara Fallgatter 707-502-6323  
Alma Gamez 707-476-4944

**Mental Health Clinicians**  
Ryan Green 707-382-7655  
Sarah Duncan 707-382-1642  
Corina Martinez 707-298-5014  
Alyssa Thom 707-599-2413

**Employment Training Division Vocational Counselor**  
Garrett Snedaker 707-269-4129

**Mental Health Case Managers**  
Shen Daily-Comeaux 707-382-7881  
Yolanda Bowdoin 707-382-0630  
Alisha Fielder 707-298-8810  
Brianna Benner 707-502-5029

**TAY Interns**  
Ashley Brodshaw 707-273-2441  
Eugene Williams 707-298-4686

**TAY Supervisors**  
Dana Taylor 707-382-7663  
Diana Williams 707-599-8647  
Sonya Levy-Boyd 707-496-0683



**March Doings**

**Casey Life Skills Assessment**  
Monday, March 4, 2:30 p.m.

**DMV Run**  
Tuesday, March 12, 2:30 p.m.

**Social Security Run**  
Thursday, March 14, 2:30 p.m.

**Assistance Signing Up for iFoster**  
Monday, March 18, 2:30 p.m.

**CalFresh Run**  
Friday, March 22, 2:30 p.m.

To RSVP for ILS activities please call  
**Evan or Brassily at 707-476-4944.**

**EVERYTHING  
WILL BE OKAY  
IN THE END  
IF IT'S  
NOT OKAY  
IT IS  
NOT THE END**

**Free Services**  
**Betty's Showers** Mondays and Wednesdays from 8 to noon  
35 W. Third St., Eureka

**Free Haircuts** at Frederick & Charles Salon 831 F St., Eureka 707-443-2733

**Free Cell Phones** and cell phone plans. 1-888-898-4888 or the SAFE-LINK Program 707-502-1462.

**Dream Quest**  
Dream Quest offers programs and services to local youth. They provide youth with vocational and creative opportunities to imagine and build their dreams. Their programs, workshops and events are community driven. Their teen and youth center is located in Willow Creek. For more information call 530-629-3564.

**Humboldt County Transition-Age Youth Collaboration (HCTAYC)**

HCTAYC seeks to improve services youth receive as they transition to adulthood. HCTAYC believes that because young people are experts in the systems that impact them, this expertise is vital in system transformation. HCTAYC helps build skills in the areas of youth development, policy change, youth advocacy, community engagement and wellness. HCTAYC provides training related to engaging youth and developing youth-informed approaches.

**California Youth Connection (CYC)**

CYC is a youth-led organization that develops youth leaders who empower each other and their communities to transform the foster care system through legislative and policy change. It is open to current and former foster youth ages 14 to 24. If you are interested in applying for the CYC, call **Rebbekka Williamson** at 707-616-1059.

March 2019



## Vocational Training



Job Corps is the largest free residential education program for youth ages 16 to 24. They connect youth with the skills and education they need to get the career they want. With more than 73 career options, Job Corps will help youth find the career that's right for them. There are 125 Job Corps Centers across the nation. For more information go to: <https://www.jobcorps.gov/>

TAY has a Vocational Counselor who is available to meet with you one-on-one. Services may include: GED preparation, educational support, job search guidance, resume building and interview practice. **Garrett Snedaker Employment Training Division Vocational Counselor 707-269-4129.**

### Independent Living Skills Program

The ILS Program is a voluntary program designed to assist youth in transitioning from the foster care system. All California counties are mandated to provide some form of Independent Living Skills services. Youth who have been in foster care after their 16th birthday are eligible for ILS services until the day before their 21st birthday. Youth are referred to the program by their Social Worker or Probation Officer. Humboldt County's ILS Program offers three types of services: **workshops, special events and individual services.** To encourage participation, the ILS Program provides incentives for participating in workshops. For more information about Humboldt County's ILS Program, call Evan or Brassily at 707-476-4944.

### Dining Resources

**Free Produce Stand** at Jefferson Community Project, Saturdays, 10 a.m., 1000 B St., Eureka

**Food Not Bombs** Sundays, 4 p.m., Arcata Plaza

**Food for People** Monday through Friday, 307 W 14th St., Eureka, 707-445-3166

**Fortuna Community Services Food Bank** Monday through Friday at 2331 Rohnerville Road.

**Farmers' Market** at Arcata Plaza, Saturdays, 9 a.m. to 2 p.m. CalFresh accepted

**Transitional Housing Youth Services Bureau** 707-443-8322

**Street Outreach Program Raven Project** 523 T St., Eureka, 707-443-7099

### What's Happening in TAY

#### New TAY Hours

Monday-Friday 8-4 p.m.

TAY will be closed from 11-1 p.m. only on Wednesdays.

Also for Training purposes TAY

Office will be closed on the following Dates: March 7-8, and March 14-15.

The TAY Division is also excited to have a field trip to College of the Redwoods for the **NORTHCOAST YOUTH SUMMIT** this month. For youth grades 7-12, there are over 30 Youth Oriented Workshops. **THERE BE LOTS OF PRIZES!**

**Saturday, March 23 from 8 to 5 p.m.**

If you are interested in attending, call Evan or Brassily at 707-476-4944.

#### Workshops and Activities

##### Mommy & Me

Friday, Mar. 22, 2 to 3:30 p.m.

Friday, Mar. 29, 2 to 3:30 p.m.

##### Employment Training Workshop

Wednesday, Mar. 20, 3 to 3:45 p.m.

##### Fried Chicken Workshop

Wednesday, Mar. 20, 2 to 3 p.m.

##### Mood

Thursday, Mar. 21, at TAY Division from 2 to 3 p.m.

### March 2019

#### TAY Drop-in

Stop in Wednesdays between 2 and 4 p.m.

Discuss your goals and how to accomplish them.

Get bus passes.

Use the computer, printer and fax machine to apply for school or work.

Ask questions about TAY services.

Meet with a counselor, peer coach or Independent Living Skills Coordinator.

Participate in drop-in activities.


**TAY**  
Transition  
Age Youth  
division

707-476-4944  
433 M St. Eureka



## Attachment 3 – Supplemental Documentation – Exhibit F

### TAY March Calendar

TAY Staff:		TAY Calendar March 2019		TAY Staff:		
<b>ILS</b> Evan Alves 707-296-0155 Brassily Ubedei 707-502-7159  <b>SSA:</b> Erica Carrillo 707-572-9795  <b>Peer Coaches:</b> Stacey Farmer 707-273-8927 Cody Hoyt 707-296-5012 Sara Fallgatter 707-298-1730 Alma Gamez 707-476-4944		TAY Address: 433 M St., Eureka, CA 95501 Main Line: (707) 476-4944  <b>MH Case Managers:</b> Sheri Daily-Comeaux 707-382-7881 Yolanda Bowdoin 707-382-0630 Alisha Fielder 707-298-8810 Brianna Benner 707-502-5029  <b>MH Clinicians:</b> Ryan Green 707-382-7855 Sarah Duncan 707-382-1642 Corina Martinez 707-298-5014 Alyssa Thom 707-599-2413  <b>EFC Social Workers:</b> Sarah Clements 707-407-7758 Erica Ashby 707-296-0019 Lauren Perez 707-298-7067		<b>HCTAYC Organizer:</b> Calla Peltier-Olson 707-382-7312  <b>ETD Vocational Counselor:</b> Garrett Snedaker 707-269-4129  <b>Interns:</b> Ashley Bradshaw 707-273-2441 Eugene Williams 707-298-4686		
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				New TAY Hours For March Monday-Friday 8 to 4 p.m. Closed from 11 a.m. to 1 p.m. on Wednesdays	1	2
3 Food Not Bombs At 4 p.m. Arcata Plaza Free Hot Meals	4 Assistance with Casey Life Skills Assessment at 2:30 p.m. Call 707-476-4944	5	6 Drop-in at TAY 1 to 4 p.m.	7 TAY OFFICE CLOSED TRAINING	8 TAY OFFICE CLOSED TRAINING	9 Free Produce Stand 10 a.m. at the Jefferson Project 1000 B St., Eureka.
10 Food Not Bombs At 4 p.m. Arcata Plaza Free Hot Meals	11	12 DMV Run at 2:30 p.m. RSVP to 707-476-4944	13 Drop-in at TAY 1 to 4 p.m.	14 TAY OFFICE CLOSED TRAINING	15 TAY OFFICE CLOSED TRAINING	16 Free Produce Stand 10 a.m. at the Jefferson Project 1000 B St., Eureka.
17 Food Not Bombs At 4 p.m. Arcata Plaza Free Hot Meals	18 Assistance with signing up for the iFoster Program at 2:30 p.m. Call 707-476-4944	19	20 Employment Training Workshop at 3 to 3:45 p.m.	21 Mood Workshop at TAY From 2 to 3 p.m.	22 Mommy and Me Group Meet at 2 to 3:30 p.m.	23 NORTHCOST YOUTH SUMMIT At College of the Redwoods 8 to 4 p.m.
24 Food Not Bombs at 4 p.m. Arcata Plaza	25 Social Security Run at 2:30 p.m. RSVP 707-476-4944	26	27 Fried Chicken Workshop 2 to 3 p.m. Drop-in at TAY 1 to 4 p.m.	28 CalFresh Run at 2:30 p.m. RSVP to 707-476-4944	29 Mommy and Me Group Meet at 2 to 3:30 p.m.	30 Free Produce Stand 10 a.m. at the Jefferson Project 1000 B St., Eureka.
31 Food Not Bombs at 4 p.m. Arcata Plaza						

