

AMENDMENT I TO AGREEMENT NO. 21-377

THIS AMENDMENT, hereinafter referred to as "Amendment I", is made and entered into this 1st day of February, 2022, by and between the COUNTY OF FRESNO, a political subdivision of the State of California, hereinafter referred to as "COUNTY", and each provider listed in Revised Exhibit A "Provider List", attached hereto and by this reference incorporated herein and made part of this Agreement, and collectively referred to hereinafter as, "CONTRACTORS". Reference in this Agreement to "Party" or "Parties" shall be understood to refer to COUNTY and each individual CONTRACTOR, unless otherwise specified.

WITNESSETH

WHEREAS, the Parties entered into that certain Agreement, identified as COUNTY Agreement No. 21-377, effective September 21, 2021, hereinafter referred to as "Agreement", wherein CONTRACTORS agreed to operate a Mental Health Services Act (MHSA) Innovation-funded school-based trauma response program, which will respond to children and families immediately after a traumatic or stressful life event to provide early support, including, but not limited to, screening and assessing children for early indicators of mental health symptoms, empowerment of families with the tools they need to cope and recover, and connect children and families to any additional necessary resources, while reducing stigma and discrimination against mental illness; and

WHEREAS, COUNTY, through the Department of Behavioral Health (DBH), and the CONTRACTORS are willing to correct the name of the CONTRACTOR Resiliency Center of Fresno from "The Fresno Police Chaplaincy Resiliency Center" to "Resiliency Center of Fresno"; and

WHEREAS, the Parties desire to amend Agreement as stated below and restate the Agreement in its entirety.

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged, the Parties agree to amend the Agreement as follows:

1. All references in the existing Agreement to "Exhibit A" shall be changed to read "Revised Exhibit A," attached hereto and incorporated herein by this reference.
2. All references in the existing Agreement to "Exhibit B" shall be changed to read "Revised Exhibit B," attached hereto and incorporated herein by this reference.

1 3. All references in the existing Agreement to “Exhibit C-1” shall be changed to read
2 “Revised Exhibit C-1,” attached hereto and incorporated herein by this reference.

3 4. Agreement Section Twenty (20) “FAMILY EDUCATIONAL RIGHTS AND PRIVACY
4 ACT,” on Page Twenty-Two (22), Line Twenty-Two (22) through Page Twenty-Three (23), Line Five
5 (5), starting with the word “The” and ending with the word “Agreement” is deleted in its entirety and
6 replaced with the following:

7 “The Parties agree that, pursuant to Title 34 of the Code of Federal Regulations section
8 99.31(a)(1)(i)(B) and California Education Code section 49076(a)(2)(G), COUNTY and RESILIENCY
9 CENTER OF FRESNO are contractors and consultants within the meaning of FERPA to whom FCSS
10 has outsourced institutional services or functions that provide a legitimate educational interest for
11 sharing personally identifiable information (“PII”) from pupil records in order to accomplish the functions,
12 activities, or services provided for in this Agreement. The uses and disclosures of PII may not be more
13 expansive than those afforded to FCSS employees. COUNTY and RESILIENCY CENTER OF
14 FRESNO shall comply with all rules and laws related to contractors and consultants under FERPA.

15 This provision allows FCSS to share information and records regarding those served
16 under this Agreement with COUNTY and RESILIENCY CENTER OF FRESNO. Moreover, FCSS can
17 share information under both FERPA and related California law due to the emergency nature of the
18 services provided pursuant to this Agreement.”

19 5. COUNTY and CONTRACTORS agree that this Amendment I is sufficient to amend the
20 Agreement and that upon execution of this Amendment I, the Agreement and Amendment I together
21 shall be considered the Agreement.

22 The Agreement, as hereby amended, is ratified and continued. All provisions, terms,
23 covenants, conditions, and promises contained in the Agreement that are not amended herein, shall
24 remain unchanged and in full force and effect. This Amendment I shall be effective retroactive to
25 September 21, 2021.

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1 IN WITNESS WHEREOF, the Parties hereto have executed this Amendment I as of the day and
2 year first hereinabove written.

3
4 **CONTRACTOR(S):**
Please see attached signatures

COUNTY OF FRESNO

5
6 By: 
7 Brian Pacheco,
8 Chairman of the Board of Supervisors of the
9 County of Fresno

10 Date: 2-1-2022

ATTEST:


11 Bernice E. Seidel,
12 Clerk to the Board of Supervisors
13 County of Fresno, State of California

14 By: 
15 Deputy

16 Date: 2-1-2022

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26 Fund/Subclass: 0001/10000
27 Account/Program: 7295/0
28 Organization/Cost Centers: 56304794 (\$1,061,460)
FY 2021-22 \$341,539, FY 2022-23 \$357,289, FY 2023-24 \$362,632

1 **FRESNO COUNTY SUPERINTENDENT OF SCHOOLS**

2
3 By:  _____
4 Jim Yovino
County Superintendent of Schools

Date: 1/6/22 _____

5 Mailing Address:
6 Fresno County Superintendent of Schools
7 1111 Van Ness Avenue
8 Fresno, CA, 93721
9 Contact/Phone: 559-265-3000
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1 RESILIENCY CENTER OF FRESNO

2 By: Rodney Lowery

Date: January 4, 2022

4 Print Name: Rodney Lowery

6 Title: Executive Director
Chief Executive Officer, or
7 President, or any Vice President

8 Mailing Address:
9 Resiliency Center of Fresno
3845 N Clark ST. Suite 201
10 Fresno, CA, 93726
Contact/Phone: 559-621-2121

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**Mental Health Services Act – Innovations Project
Handle with Care Plus
Schools and Community Innovation Services to Children/Youth (Ages 4-11 Years) and Family**

Provider List

Fresno County Superintendent of Schools (FCSS)

1111 Van Ness Ave.

Fresno, CA 93721

Phone: (559) 265-3010

Contact: Jim Yovino, Fresno County Superintendent of Schools

Resiliency Center of Fresno (Resiliency Center)

3845 N. Clark ST Suite 201

Fresno, CA 93726

Phone: (559) 621-2121

Contact: Rodney Lowery, Executive Director

Mental Health Services Act – Innovations Project

SCOPE OF WORK

PROGRAM NAME: Handle with Care Plus

CONTRACTOR(S): Fresno County Superintendent of Schools (FCSS)
1111 Van Ness Ave. Fresno CA 93721
(559) 265 – 3010
Jim Yovino, Fresno County Superintendent of Schools

Resiliency Center of Fresno (Resiliency Center)
3845 N Clark ST. Suite 201. Fresno CA 93726
(559) 621 – 2121
Rodney Lowery, Executive Director

SERVICES: **Schools and Community Innovation Services to Children/Youth – Ages 4-11 Years and Family**

SERVICE SITES: See Section V

CONTRACT TERM: Three Year MHSA – Innovation Project
Upon Contract Execution – June 30, 2024

CONTRACT AMOUNT:

<u>Fiscal Year</u>	<u>Total Contract</u>
2021 – 2022	\$ 341,539.00
2022 – 2023	\$ 357,289.00
2023 – 2024	\$ 362,632.00

Maximum Compensation All Three (3) Years: \$1,061,460.00

I. SCHEDULE OF SERVICES

The standard hours of operations for this project will generally be Monday through Friday from 8:00 AM to 5:00 PM. FCSS will provide services throughout the school year and abide by their 8-hour employee workday and 12-month employee work calendar. The Resiliency Center will operate the Parent Cafés and host pre-scheduled or by appointment only non-traditional hours of operations to meet the needs of families. In general, operational hours of each component will be flexible to meet the needs of youths and families who are unavailable for services during standard business hours, including scheduled appointments on Saturdays and Sunday as needed.

The hours of operations for this innovation project may be modified, with written approval from all Parties involved, based on the need to be effective and efficient. Hours of operation will be reviewed and discussed for appropriate changes.

II. TARGET POPULATION

The target population for this innovation project are children, ages 4-11 years of age and families who have experienced a life impacting event or trauma who attends one of the four

identified schools (in Section V). These students and families will vary in age, gender, ethnicity, and lower socio-economic backgrounds and from neighborhoods surrounding identified schools. Although the target population for this project will revolve around the individuals of the four targeted schools, all youths identified will be referred and/or linked to appropriate community resources.

III. PROJECT DESCRIPTION AND CONTRACTOR(S) RESPONSIBILITIES

In Fresno County, many children, teens, and communities have been exposed to some sort of trauma and significant stressful life event(s). These traumatic events can include but are not limited to; violence in the home or community; loss of loved ones through divorce, death, incarceration, and other separations; and any major life changes from natural disasters, accidents, and other life altering incidents. If traumatic events are not addressed, it can have many effects on a person's behavior, body, emotions, and way of thinking. If these children do not develop resilience post-trauma, they may experience health problems, including serious mental health illness and mental health crises.

In accordance with the Innovation Plan approved on July 7, 2020 by the Fresno County Board of Supervisors, the proposed innovations program, Handle with Care Plus, is intended to measure the outcomes of a trauma response team and determine if a psychoeducational parent café component can assist in reducing effects of trauma. If this project is successful, it will provide a viable and replicable model to be applied to other parts of the county and the state for proactive response to mental health rather than reacting with more costly intervention in the future.

This project is a collaboration with Fresno County's Department of Behavioral Health's (DBH) community partners, Fresno County Superintendent of Schools (FCSS) and the Resiliency Center of Fresno (Resiliency Center), that will respond to children and families immediately after a trauma or a stressful life event(s). The focus is to provide early support, screening, and assessment of children for early indicators of mental health symptoms, empower the family with the tools they need to cope and recover, and connect children and families to any additional necessary resources. This focus on parent education and empowerment distinguishes this innovation program from similar Handle with Care programs provided in California.

When the Fresno Police Department responds to calls, they enter call data into a secure smart application developed and operated by the Fresno Police Chaplaincy. The app allows real-time, accessible data that allow for timely response and notification of traumatic events. The Resiliency Center will access and review this data to screen for all calls to consist of a traumatic or life impacting event in which children were involved and quickly notify FCSS of the event.

FCSS will notify the child's school via the Handle with Care notice, that the student has experienced a potentially traumatic event and may experience difficulties performing their daily activities (without violating any Family Educational Rights and Privacy Act (FERPA), related California Education Code sections and/or other applicable state or privacy laws) so that the school can notify relevant staff – such as school administration, teachers, counselors, and other appropriate service providers. FCSS will screen and assess the child and connect the family to support—such as the Parent Cafés to help the child and family in their recovery from the life-

impacting or traumatic event.

If the child is in one of the four targeted schools (in Section V), the Triage Team will screen the child to identify the potential need for additional individual support and family supports including resources offered by the Resiliency Center's Parent Café. If the child is not in one of the targeted schools, FCSS will have already sent the Handle with Care notice to the child's school and refer to the Resiliency Center or All 4 Youth program, which will respond with their available resources.

During the screening process, the Triage Team will determine if the student has existing supports through a community provider. If they do, the student will be connected to those providers for follow-up services. Families will be provided with information on the Parent Café program to access education and supports that increase resilience following exposure to a traumatic life event.

If the individual has no existing community support, they will be linked to the appropriate resources in the community and families will be referred to the Resiliency Center's Parent Café program and any other appropriate educational opportunities. All processes and referrals will abide by confidentiality and privacy laws applicable to the agency.

FCSS staff will also notify other schools (not targeted in this innovations project) to connect any siblings or other household members who reside with the involved student but attend a different school. This step is intended to bring awareness to school staff (not at the targeted schools) that there is a Handle with Care situation and the potential that siblings and other relatives who may need supports from school-based services.

Handle with Care Process:

When the Triage Team receives notification from the Resiliency Center of a student is involved in a traumatic event, FCSS will identify the school that the child attends and immediately send the school a Handle with Care notice. This notice has no confidential or clinical information, only the child's name and grade (the Handle with Care notice form will be developed by the Parties involved and will maintain the confidentiality of the child as required by applicable laws).

Step 1: Upon FCSS sending Handle with Care notice to the targeted school, the student and their family will be assigned to the Triage Team consisting of the FCSS Clinician and Resiliency Center Family Partner.

Step 2: The responding team will search DBH's electronic health record system (currently Avatar) to determine whether the student has a history in the behavioral health system (if they are currently receiving services so to avoid any duplication), etc. If the student has an open record in Avatar, FCSS will reach out to the parent/guardian to request approval to inform their child's provider in the community of the life impacting or traumatic event.

The student's family will be provided with information on the Resiliency Center's Parent Café program that could support and educate family on being resilient after being exposed to trauma.

If the family declines authorization for notification of existing provider and/or the Parent Café program, the referral will then be closed by FCSS, and referred to the Resiliency Center for resources.

If the student has no history in Avatar or does not have an active case, the Triage Team will:

Step 1: Contact the family to offer support services. If the parent/guardian declines services, FCSS will ask if they can mail the family information on services, the Parent Café program, and other educational opportunities in case the family would like to access information later. FCSS will inform the Resiliency Center that the family declines services, FCSS will then close out the referral and families will be referred to the Fresno Police Chaplaincy for resources.

Step 2: If the parent/guardian accepts the services for their child, Triage Team clinician will screen for the impact of trauma on the child and provide mental health services or resources based on the results. If at that time the child does not show any symptoms the parents will still be provided with Parent Café information. The school will be notified of the results of the screening and ask to re-refer the child if symptoms manifest in the future. Although the Triage Team will have the child as their primary focus, this program can assist parents with access and linkage for them or other family members as well.

Step 3: If, based on the screening, the child may need additional services or treatment, the FCSS Triage Team Clinician will conduct a clinical assessment to determine the need. If the intervention will take beyond six sessions, a warm handoff will be provided to link them into the services they are needing (either school-based or with another provider). If the symptoms can be addressed in short intervention, then the Triage Team will provide up to six session. This is to ensure the child is not without services while awaiting to access clinical services.

FCSS will also notify other schools not targeted in this project, for any siblings or other household members who reside with the student but attend a different school (i.e. a sibling or cousin who is in junior high or high school), to ensure that the school is aware of the handling with care situation, and they can refer those students, not in the four participating elementary schools to the school based services available there or other community resources for screening and/or assessment.

Screening tools considered are; Pediatric ACES and Related Life-event Screener (PEARLS), the Pediatric Symptom Checklist (PSC-35), along with other screeners in The National Child Traumatic Stress Network database. However, utilization will be determined based on its compatibility with the target population and setting, and responsiveness. A convening of all Parties will decide upon the appropriate screening tool for this project.

The Handle with Care Plus Flowchart, attached hereto and referenced herein as Exhibit B-3, provides a general outline for FCSS and the Resiliency Center to follow through with care coordination for the individuals identified and may be modified and/or amended to meet the needs of the clients and/or as agreed upon by all Parties: DBH Director or designee, FCSS, and The Resiliency Center.

Parent Café:

The Parent Café component will assist in the development of the parent or caregiver's understanding of the trauma or life impacting event that affected them and their child, increase their understanding about the protective factors of their family and build a sense of community within the Parent Café where mental health stigma can be discussed, addressed, and reduced.

Parent Cafés have various curriculum designs. Based on the Innovation Project proposal, we are implementing a curriculum similar to the Strengthening Families curriculum. This curriculum was designed as a resource for those training or conducting professional development with child welfare workers but has since been adapted by many other programs to create content that is relevant for their target audience. This researched-informed approach was designed to increase family strengths, enhance child development, and reduce the likelihood of child abuse and neglect. It is based on engaging families, programs, and communities in building five (5) key Protective Factors: parental resilience, social resilience, knowledge of parenting and child development, concrete support in times of need, and social and emotional competence of children. DBH has partnered with Brain Wise Solutions Group, INC via a separate agreement to develop the Parent Café curriculum. Brain Wise will incorporate the five protective factors and modify the curriculum appropriately for our communities' children and families exposed to trauma.

The Resiliency Center will implement the developed Parent Café curriculum and seek to create a coffee house environment to welcome gatherings of parents who are identified as potentially benefiting from group learning and sharing. The Resiliency Center will offer psychoeducation to parents centered on trauma informed skills and the impact of ACES on children. The Parent Café curriculum will be an eight-week course covering social determinants to health, peer roles and empowerment, and whole family resilience.

When the Resiliency Center receives the referral from FCSS, they will contact the student and family members and schedule them for an initial Parent Café meeting. Voluntary participation will also be reviewed for appropriateness.

The Parent Café will be staffed by a Clinician and a Parent Partner. The Parent Partner will create meaningful relationships and engaging conversation while demonstrating respect, trustworthiness, empathy, and collaboration with the families. The Parent Partner will support the Parent Cafes' strength-based framework that emphasizes physical, psychological, and emotional safety and help support resiliency in the community. The Parent Partner will facilitate the workshops in the Parent Café and will be accompanied by a clinician to ensure fidelity and provide any answers to clinical inquires. The Parent Partner will work to coordinate and provide warm hand-offs to parents seeking other services, both at the Resiliency Center as well as in the community.

The Resiliency Center will provide monthly trainings to staff, staying up to date on current methodologies for trauma informed interventions and tools, by a mental health clinician who is onsite that has received Trauma-Informed training from the Community Resilience Initiative. The clinician provides on-going training to the Resiliency Center staff and clinicians with a research-based approach to responding to trauma.

The Resiliency Center will also leverage ongoing resources at the center to complement services to the Parent Café participants. Currently, ongoing services at the center are

educational mentorship programs, counseling and linkage services. Parent Café participants will earn incentives and prizes to encourage ongoing engagement.

At the conclusion of the trauma-informed training for parents at the Parent Café, an evaluation will be completed by each participant to determine the effectiveness and impact of the instruction. Utilizing its current MOU with Fresno Unified School District (FUSD), the Resiliency Center will receive quarterly data on attendance, grades, and behavior for each child in their school who is receiving services from the Resiliency Center. This information will be helpful in assessing the child's current state as well as informing the Resiliency Center on its impact on the child in their educational environment.

IV. STAFFING

The Resiliency Center will staff the Parent Cafés:

.80 FTE - Associate Marriage and Family Therapist

Bilingual mental health clinician who will provide the didactical presentations to the parents as well as any support for the participants, to ensure accurate information is presented, and to be able to properly interview and mitigate any possible crisis.

.80 FTE - Triage Liaison/Case Manager

This will be a position that will support the Resiliency Center and the Fresno Police Chaplaincy in their overall efforts to screen and process calls for both this program and for overall efforts for family engagement. The focus for this position will be to prioritize efforts to screen all calls and to identify calls which meet the project criteria and narrow them to the four participating schools and neighborhoods. This position will then share the relevant calls with the trauma response school team. This position ensures the project has dedicated staff to assist with screenings and ensure the real-time/timely acquisition of data to generate referrals and response. When not reviewing data and call information for the project, the Triage Liaison will screen other calls to support the outreach of the Resiliency Center. For cases where families decline services from the trauma response team, those cases will be submitted to the Triage Liaison, who will then forward those cases on to the Resiliency Center.

.68 FTE - Parent Peer/Liaison

A Parent Peer/Liaison, who will possess lived experience involving behavioral health (these individuals have experience living with mental health illness and/or supports someone living with mental illness) will create meaningful relationships and engaging conversation while demonstrating respect, trustworthiness, empathy and collaboration with the families. The Parent Partner will support the Parent Cafes' strength-based framework that emphasizes physical, psychological, and emotional safety and help support resiliency in the community. The Parent Partner will facilitate most of the workshops in the Parent Café. The Parent Partner will work to coordinate and provide warm hand-offs to parents seeking other services, both at the center as well as in the community.

1 FTE - Family Partner/Peer Professional

A Family Partner/Peer Professional, who will possess lived experience involving

behavioral health (these individuals have experience living with mental health illness and/or supports someone living with mental illness) under general supervision, will engage children and their families as part of the Triage Team with the FCSS Clinician as a tandem or individually to; deliver peer to peer support services to behavioral health clients and their family members/caregivers; provide peer-to-peer support services including: monitoring, informing, supporting, assisting and empowering clients and their family members/caregivers who directly or indirectly receive behavioral health services; develop and coordinate activities, programs and resources which directly support clients and family members/caregivers in achieving wellness and recovery oriented goals; facilitate peer-to-peer assistance as a part of a team setting; conduct outreach to clients, family members/caregivers and the community; and, acting in a liaison role between clients, family members/caregivers, and community service providers.

Collaboration between both the Resiliency Center and FCSS will be essential in the overall effectiveness of this position because this individual will be part of the Triage Team with FCSS's Clinician. The Resiliency Center will oversee and supervise this individual. FCSS will work in collaboration and coordination with the Resiliency Center to create and support the Triage Team. This position's responsibilities may be modified as the project develops and as agreed upon by the Parties and DBH Director, or designee.

The Fresno County Superintendent of Schools (FCSS) will staff:

1 FTE - Bilingual Behavioral Health Clinician (BHC II)

A licensed Bilingual Behavioral Health clinician position, under the direction of the assigned supervisor, will coordinate and provide behavioral health services to students and families within Fresno County; provide assessment and assistance with the goal of facilitating and promoting appropriate behavioral health and personal growth; provide clinical supervision of assigned interns/associates and student interns/trainees to ensure the delivery of a clinically sound comprehensive program; identify the behavioral health needs of students and develop therapy goals and objectives for implementation through an individual therapy plan; provide supervision, consultation, and technical assistance to pre-licensed Behavioral Health Counselors. This position can provide both direct services and lead the project. The clinician will be able to leverage from FCSS existing All 4 Youth school-based clinicians at these school sites for any additional clinical support (assessment, evaluation) and/or treatment.

V. SERVICE LOCATIONS

While services will mainly be relegated to the service locations identified below, services can be arranged by CONTRACTOR(S) and families to be receive in the home, school, or other community space as agree upon by all Parties. Any referrals where the children are not linked to these piloted schools will be referred/linked to resources in the community for behavioral health services.

Targeted Schools and service locations:

1. Del Mar Elementary – 4122 N. Del Mar AVE. Fresno, CA 93704

2. Lowell Elementary – 171 N. Poplar AVE. Fresno, CA 93701
3. Pyle Elementary – 4140 Augusta ST. Fresno, CA. 93726
4. Heaton Elementary – 1533 N. San Pablo AVE. Fresno, CA. 93728

Parent Café service locations:

1. Resiliency Center – 3845 N. Clark ST. Suite 201. Fresno CA. 93726
2. Resiliency Center – 905 N. Fulton ST. Fresno, CA. 93728

VI. SERVICE START DATE

Ramp-Up Period – Up to 30 days upon contract execution date

- CONTRACTOR(S) to secure and/or develop space and recruit and hire staff (including orientation, training, and any necessary onboarding protocols).

Phase 1 – Upon contract execution date to June 30, 2022

- CONTRACTOR(S) to begin direct services, including, but not limited to; screening calls, making referrals, notification of schools, screening of students, parent engagement, and facilitation of the Parent Café.
- Lowell Elementary and Heaton Elementary to begin participation.
- CONTRACTOR(S) to assist evaluators with the evaluation process, including participation in meetings, services and data collection, and evaluation coordination.

Phase 2 – July 1, 2022 to June 30, 2024 (2 Fiscal Years)

- Program direct services and project evaluation supports to continue.
- Del Mar Elementary and Pyle Elementary to begin participation.
- Resiliency Center will develop a second Parent Café site in the community around the two new schools to increase accessibility of support services.

Transition Plan Phase – April 1, 2024 to June 30, 2024

- DBH, FCSS, and Resiliency Center will collaborate to develop a transition plan for the project, as well as working with evaluators in developing a final report.

VII. CULTURAL COMPETENCY

- A. CONTRACTOR(S) shall provide the following as it relates to cultural competency services:
 1. CONTRACTOR(S) shall recruit and hire staff that have demonstrated experience working with Fresno’s diverse communities and to reflect the population of the projects targeted schools and other underserved and inappropriately served populations and have knowledge about the culture of these targeted groups as well as other diverse communities.

2. CONTRACTOR(S)'s staff shall attend annual trainings on cultural competency, awareness, and diversity as provided by CONTRACTOR(S). CONTRACTOR(S)'s staff shall be appropriately trained in providing services in a culturally responsive or appropriate manner.
3. CONTRACTOR(S)'s staff shall attend civil rights training as provided by CONTRACTOR(S).
4. CONTRACTOR(S) are recommended to hire bilingual staff, whom are at a minimum, competent in Spanish and Hmong as these are the identified threshold languages in Fresno County.
5. CONTRACTOR(S) shall secure the services of trained translators/interpreters as may be necessary. Translators/interpreters may prove invaluable for languages such as Cambodian, Russian, Arabic, Armenian, Punjabi, and others. Translators/interpreters shall be appropriately trained in providing services in a culturally sensitive manner.
6. CONTRACTOR(S) shall train staff on best practice for utilizing interpreters to ensure effective communication with monolingual consumers and families to assist in the delivery of culturally/linguistically appropriate services.
7. CONTRACTOR(S) shall provide services by placing importance on traditional values, beliefs, and family histories. Cultural values and traditions offer special strengths in treating clients and this should help guide health care messages and wellness and recovery plans.
8. CONTRACTOR(S) shall provide services within the most relevant and meaningful cultural, gender-sensitive, and age-appropriate context for the target population.
9. CONTRACTOR(S) shall develop plans to continually engage targeted populations.
10. CONTRACTOR(S) shall distribute literature/informational brochures in the County's current threshold languages and request feedback as to how access to care could be improved for these culturally diverse communities.
11. CONTRACTOR(S) shall conduct an annual cultural competency self-assessment and provide the results of said self-assessment to the COUNTY. The annual cultural competency self-assessment instruments shall be reviewed by the COUNTY and revised as necessary to meet the approval of the COUNTY. The CONTRACTOR(S) can create their own cultural competency self-assessment tools or utilize instruments to be provided by COUNTY.
12. CONTRACTOR(S) shall provide services for the project's pilot areas, the community and home as needed, to increase the frequency of clients obtaining needed services as some children/families are reluctant to seek services at school sites.
13. CONTRACTOR(S) shall promote system of care accountability for performance outcomes which enable children and their families to live independently, work, maintain community supports, stay in good health, and avoid substance abuse and incarceration.

14. CONTRACTOR(S) shall provide family support and the creation of family partnerships utilizing peer support for families and parenting support.
15. CONTRACTOR(S) shall use culturally specific multidisciplinary treatment teams responsible for assuring and providing needed services.
16. CONTRACTOR(S) shall provide Parent Café in the preferred language of the participant client/families using interpreters if needed.
17. CONTRACTOR(S)'s staff will be trained to keep an open mind and maintain non-judgmental interaction with clients/families.
18. CONTRACTOR(S)'s hiring and contracting practices shall be based on local data and reflect the needs of the population to be served.
19. CONTRACTOR(S) shall attend the COUNTY's Cultural Humility Committee monthly meetings, maintain its own cultural competence oversight committee, and develop a cultural competency plan to address and evaluate cultural competency issues.
20. COUNTY shall provide technical assistance and demographic data to CONTRACTOR(S) in relation to cultural competency planning.

VIII. COUNTY RESPONSIBILITIES

A. COUNTY shall:

1. Provide oversight, through its DBH Director, or designee, and collaborate with CONTRACTOR(S) and other COUNTY Departments and community agencies to help achieve State program goals and outcomes. In addition to contract monitoring of program(s), oversight includes, but not limited to, coordination with the State Department of Health Care Services in regard to program administration and outcomes.
2. Assist the CONTRACTOR(S) in making linkages with the total mental health system. This will be accomplished through regularly scheduled meetings as well as formal and informal consultation.
3. Participate in evaluating the progress of the overall program and the efficiency of collaboration with CONTRACTOR(S)'s staff and will be available to the CONTRACTOR(S) for ongoing consultation.
4. Gather outcome information from CONTRACTOR(S) throughout each term of this Agreement. COUNTY DBH staff shall notify the CONTRACTOR(S) when its participation is required. The performance outcome measurement process will not be limited to survey instruments but will also include, as appropriate, client and staff interviews, chart reviews, and other methods of obtaining required information.
5. Assist the CONTRACTOR(S)'s efforts towards cultural and linguistic competency by providing the following to CONTRACTOR(S):
 - a. Technical assistance and training regarding cultural competency requirements.

- b. Mandatory cultural competency training for CONTRACTOR(S) personnel, at minimum once per year.
- c. Technical assistance for translating information into COUNTY's threshold languages (Spanish and Hmong). Translation services and costs associated will be the responsibility of the CONTRACTOR(S).

IX. REPORTING REQUIREMENTS AND PERFORMANCE OUTCOMES MONITORING

This collaboration is a Mental Health Services Act (MHSA) Innovations funded project and throughout the process of services, CONTRACTOR(S) will provide regular updates to DBH summarizing how the goals and objectives are being met through the provision of services.

During the term of this Agreement, additional data collection opportunities may be identified and implemented to support the MHSA Innovation research aspects of the Handle with Care Plus program.

DBH and CONTRACTOR(S) will review additional outcomes, MHSA INN requirements and CARF standards to establish and further agreed upon outcomes to be tracked. CONTRACTOR(S) will actively collaborate with DBH and a third-party consultant to develop and refine data collection and reporting processes to ensure compliance with MHSA Innovation Plan requirements.

CONTRACTOR(S) shall submit measurable outcomes on an annual basis, as identified in the Departments Policy and Procedure Guide (PPG) 1.2.7 Performance Outcomes Measures, attached hereto, and referenced herein as Exhibit B-1. Performance outcomes measures must be approved by the Department and satisfy all State and local mandates. The Department will provide technical assistance and support in defining measurable outcomes. All performance indicators will reflect the four domains identified by the Commission Accreditation of Rehabilitation Facilities (CARF). The domains are Effectiveness, Efficiency, Access, and Satisfaction. These are defined and listed below.

The Fresno County Department of Behavioral Health collects data about the characteristics of the persons served and measures service delivery performance indicators in each of the following CARF Domains: At minimum, one performance indicator will be identified for each of the four CARF domains listed below.

1. **Effectiveness:** A performance dimension that assesses the degree to which an intervention or services have achieved the desired outcome/result/quality of care through measuring change over time. The results achieved and outcomes observed are for persons served.

Examples of indicators include: Persons get a job with benefits, or receive supports needed to live in the community, increased function, activities, or participation, and improvement of health, employment/earnings, or plan of care goal attainment.

2. **Efficiency:** Relationship between results and resources used, such as time, money, and staff. The demonstration of the relationship between results and the resources used to

achieve them. A performance dimension addressing the relationship between the outputs/results and the resources used to deliver the service.

Examples of indicators include: Direct staff cost per person served, amount of time it takes to achieve an outcome, gain in scores per days of service, service hours per person achieving some positive outcome, total budget (actual cost) per person served, length of stay and direct service hours of clinical and medical staff.

3. **Access:** Organizations' capacity to provide services of those who desire or need services. Barriers or lack thereof for persons obtaining services. The ability of clients to receive the right service at the right time. A performance dimension addressing the degree to which a person needing services is able to access those services.

Examples of indicators include: Timeliness of program entry (From 1st request for service to 1st service), ongoing wait times/wait lists, minimizing barriers to getting services, and no-show/cancellation rates.

4. **Satisfaction:** Satisfaction Measures are usually orientated towards consumers, family, staff, and stakeholders. The degree to which clients, the County and other stakeholders are satisfied with services. A performance dimension that describes reports or ratings from persons served about services received from an organization.

Examples of indicators include: opinion of persons served or other key stakeholders in regard to access, process, or outcome of services received, Consumer and/or Treatment Perception Survey. Providers can develop their respective satisfaction survey for distribution which will require County approval.

A. Data Collection

1. Data collection and evaluation methods may include, but are not limited to, staff, participant, and family interviews; and case file reviews.
2. CONTRACTOR(S) shall also conduct consumer satisfaction surveys to see if there is a strong correlation of the efficacy of the evidence-based program with specific ethnicities and languages as well as to identify gaps in meeting cultural needs of clients/families, if any.
3. CONTRACTOR(S) shall ensure all program clients/families participate in the semi-annual State Consumer Perception Survey (CPS). CPS surveys will be distributed to all clients/families to fill out and return to CONTRACTOR(S).
4. CONTRACTOR(S) shall collect data regarding the ethnicity and language of each client/family receiving services as well as directing staff to follow-up with the culturally diverse clients/families for suggestions on how to improve the programs and also how to help make the programs more culturally relevant according to MHSA INN regulations.

5. CONTRACTOR(S) shall maintain all client data in permanent electronic case records. CONTRACTOR(S) shall have established policies and procedures for data collection and client confidentiality.

B. Performance Goals

CONTRACTOR(S)'s performance shall also be evaluated according to its scope of work goals and effectiveness indicators listed below and any further agreed upon outcomes to be tracked and reported throughout this Innovation project.

CONTRACTOR(S) shall be evaluated on by COUNTY DBH utilizing the following performance outcomes:

<u>Effectiveness:</u>	
<u>Goal/Objective:</u>	Children and families will have their needs identified and linked to appropriate services.
<u>Outcome:</u>	Children and families will be screened to identify needs.
<u>Measure:</u>	Screening tool (For example: ACE's, PSC-35, ASQ-3, and PEARLS).
<u>Efficiency:</u>	
<u>Goal/Objective:</u>	When the Triage Team receives the notification from the Resiliency Center, they will identify the school that the child attends and immediately send the school a Handle with Care notice.
<u>Outcome:</u>	Schools will receive a Handle with Care notice from FCSS for identified youth/family.
<u>Measure:</u>	The number of Handle with Care notices given to the identified two schools in year one of the innovation project. The number of Handle with Care notices given to the identified four schools in subsequent years of the innovation project.
<u>Access:</u>	
<u>Goal/Objective:</u>	Engage children and/or families into clinical services or link to care after receiving education from the Handle with Care staff member.
<u>Outcome:</u>	Engage children and/or families into clinical services or link to care after receiving education from the Handle with Care staff

	member.
<u>Measure:</u>	Engage children and/or families into clinical services or link to care after receiving education from the Handle with Care staff member.
<u>Satisfaction:</u>	
<u>Objective:</u>	School and family will be satisfied with Handle with Care staff engagement.
<u>Outcome:</u>	School and families will report satisfaction with engagement, linkage, resources, and clinical care.
<u>Measure:</u>	Handle with Care Satisfaction Surveys.

C. Reports

1. CONTRACTOR(S) shall prepare an evaluation report annually and submit to the COUNTY's DBH and make said reports available to partnering and interested local agencies and organizations such as the project collaborators, other community agencies and mental health treatment providers. Each annual evaluation report will comply with all State regulations regarding State Performance Outcomes measurement requirements, including MHSA Innovations regulations, and participate in the outcomes measurement process as required by DBH. General performance outcomes reporting contains the following information: demographics of the target population served, services provided to each participant, number of hospitalization, enrollment in school, results of data analysis compared to planned process, output and outcome measures, barriers to program implementation and measures taken to overcome those barriers, accomplishments of program participants, lessons learned, and the final result of any and all satisfactory survey(s).
2. CONTRACTOR(S) shall be expected to comply with all contract monitoring and compliance protocols, procedures, data collection methods, and reporting requirements conducted by the COUNTY.
3. Additional reports/outcomes may also be requested by the COUNTY's Department of Behavioral Health, based on among other things, identification of client/family specific needs as well as State required reports/outcomes as needed.

Handle with Care Plus
Resiliency Center of Fresno
Fiscal Year 2021-22

PROGRAM EXPENSES

1000: SALARIES & BENEFITS					
Employee Salaries					
Acct #	Position	FTE	Admin	Direct	Total
1101	Associate Marriage & Family Therapist	0.80	\$ -	\$ 41,600	\$ 41,600
1102	Triage Liaison / Case Manager	0.80	-	36,608	36,608
1103	Parent Peer / Liaison	0.68	-	30,888	30,888
1104	Peer Support Specialist II	1.00	4,992	33,280	38,272
1105			-	-	-
1106			-	-	-
1107			-	-	-
1108			-	-	-
1109			-	-	-
1110			-	-	-
1111			-	-	-
1112			-	-	-
1113			-	-	-
1114			-	-	-
1115			-	-	-
1116			-	-	-
1117			-	-	-
1118			-	-	-
1119			-	-	-
1120			-	-	-
Personnel Salaries Subtotal		3.28	\$ 4,992	\$ 142,376	\$ 147,368
Employee Benefits					
Acct #	Description		Admin	Direct	Total
1101	Retirement		\$ -	\$ -	\$ -
1102	Worker's Compensation		-	-	-
1103	Health Insurance		-	-	-
1104	Other (specify)		-	-	-
1105	Other (specify)		-	-	-
1106	Other (specify)		-	-	-
Employee Benefits Subtotal:			\$ -	\$ -	\$ -
			Employee Benefits %:		\$ -
Payroll Taxes & Expenses:					
Acct #	Description		Admin	Direct	Total
1201	OASDI		\$ -	\$ -	\$ -
1202	FICA/MEDICARE		-	10,892	10,892
1203	SUI		-	3,702	3,702
1204	Other (specify)		-	-	-
1205	Other (specify)		-	-	-
1206	Other (specify)		-	-	-
Payroll Taxes & Expenses Subtotal:			\$ -	\$ 14,594	\$ 14,594
EMPLOYEE SALARIES & BENEFITS TOTAL:			\$ 4,992	\$ 156,970	\$ 161,962

2000: CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	-
2003	Client Transportation & Support	-
2004	Clothing, Food, & Hygiene	-
2005	Education Support	-
2006	Employment Support	-
2007	Household Items for Clients	-
2008	Medication Supports	-
2009	Program Supplies - Medical	-
2010	Utility Vouchers	-
2011	Other (specify)	-
2012	Other (specify)	-
2013	Other (specify)	-
2014	Other (specify)	-
2015	Other (specify)	-
2016	Other (specify)	-
DIRECT CLIENT CARE TOTAL		\$ -

3000: OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	-
3003	Office, Household & Program Supplies	-
3004	Advertising	-
3005	Staff Development & Training	-
3006	Staff Mileage	-
3007	Subscriptions & Memberships	-
3008	Vehicle Maintenance	-
3009	Other (specify)	-
3010	Other (specify)	-
3011	Other (specify)	-
3012	Other (specify)	-
OPERATING EXPENSES TOTAL:		\$ -

4000: FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Building Maintenance	\$ -
4002	Rent/Lease Building	5,403
4003	Rent/Lease Equipment	1,267
4004	Rent/Lease Vehicles	-
4005	Security	-
4006	Utilities	325
4007	Other (specify)	Tables and Chairs
4008	Other (specify)	Industrial Coffee Grinders
4009	Other (specify)	Signage and Menu Board
4010	Other (specify)	Supplies, Glassware, Register
FACILITIES/EQUIPMENT TOTAL:		\$ 6,995

5000: SPECIAL EXPENSES		
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Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	1,344
5003	Contractual/Consulting Services (Specify)	-
5004	Translation Services	-
5005	Parent Café	11,500
5006	Other (specify)	-
5007	Other (specify)	-
5008	Other (specify)	-
SPECIAL EXPENSES TOTAL:		\$ 12,844

6000: ADMINISTRATIVE EXPENSES		
Acct #	Line Item Description	Amount
6001	Administrative Overhead	\$ -
6002	Professional Liability Insurance	-
6003	Accounting/Bookkeeping	-
6004	External Audit	-
6005	Insurance (Specify):	-
6006	Payroll Services	-
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-
6008	Other (specify)	-
6009	Other (specify)	-
6010	Other (specify)	-
6011	Other (specify)	-
6012	Other (specify)	-
ADMINISTRATIVE EXPENSES TOTAL		\$ -

7000: FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	-
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (specify)	-
7008	Other (specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES		\$ 181,801
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PROGRAM FUNDING SOURCES

8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
Acct #	Line Item Description	Service Units	Rate	Amount
8001	Mental Health Services	0	-	\$ -
8002	Case Management	0	-	-
8003	Crisis Services	0	-	-
8004	Medication Support	0	-	-
8005	Collateral	0	-	-
8006	Plan Development	0	-	-
8007	Assessment	0	-	-
8008	Rehabilitation	0	-	-
Estimated Specialty Mental Health Services Billing Totals:		0		\$ -
Estimated % of Clients who are Medi-Cal Beneficiaries				0%
Estimated Total Cost of Specialty Mental Health Services Provided to Medi-Cal Beneficiaries				-
Federal Financial Participation (FFP) %			0%	-
MEDI-CAL FFP TOTAL				\$ -

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Drug Medi-Cal	\$ -
8102	SABG	\$ -
SUBSTANCE USE DISORDER FUNDS TOTAL		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ -
REALIGNMENT TOTAL		\$ -

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	MHSA Component	MHSA Program Name	Amount
8301	CSS - Community Services & Supports		\$ -
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		181,801
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 181,801

8400 - OTHER REVENUE		
Acct #	Line Item Description	Amount
8401	Client Fees	\$ -
8402	Client Insurance	-
8403	Grants (Specify)	-
8404	Other Revenue 1	-
8405	Other Revenue 2	-
OTHER REVENUE TOTAL		\$ -

TOTAL PROGRAM FUNDING SOURCES:	\$ 181,801
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NET PROGRAM COST:	\$ -
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**Handle with Care Plus
Resiliency Center of Fresno
Fiscal Year 2021-22 Budget Narrative**

ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
1000: SALARIES & BENEFITS		161,962	
Employee Salaries		147,368	
1101	Associate Marriage & Family Therapist	41,600	Provide counseling & associated documentation in a 32 hr work week
1102	Triage Liaison / Case Manager	36,608	Assist children and families exposed to trauma
1103	Parent Peer / Liaison	30,888	Provide parent training on associated trauma topics
1104	Peer Support Specialist II	38,272	Working with FCSS Clinician
1105	0	-	
1106	0	-	
1107	0	-	
1108	0	-	
1109	0	-	
1110	0	-	
1111	0	-	
1112	0	-	
1113	0	-	
1114	0	-	
1115	0	-	
1116	0	-	
1117	0	-	
1118	0	-	
1119	0	-	
1120	0	-	
Employee Benefits		-	
1101	Retirement	-	
1102	Worker's Compensation	-	
1103	Health Insurance	-	
1104	Other (specify)	-	
1105	Other (specify)	-	
1106	Other (specify)	-	
Payroll Taxes & Expenses:		14,594	
1201	OASDI	-	
1202	FICA/MEDICARE	10,892	
1203	SUI	3,702	
1204	Other (specify)	-	
1205	Other (specify)	-	
1206	Other (specify)	-	
2000: CLIENT SUPPORT		-	
2001	Child Care	-	
2002	Client Housing Support	-	
2003	Client Transportation & Support	-	
2004	Clothing, Food, & Hygiene	-	
2005	Education Support	-	
2006	Employment Support	-	
2007	Household Items for Clients	-	
2008	Medication Supports	-	
2009	Program Supplies - Medical	-	
2010	Utility Vouchers	-	
2011	Other (specify)	-	
2012	Other (specify)	-	
2013	Other (specify)	-	
2014	Other (specify)	-	
2015	Other (specify)	-	
2016	Other (specify)	-	
3000: OPERATING EXPENSES		-	
3001	Telecommunications	-	
3002	Printing/Postage	-	
3003	Office, Household & Program Supplies	-	

ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
3004	Advertising	-	
3005	Staff Development & Training	-	
3006	Staff Mileage	-	
3007	Subscriptions & Memberships	-	
3008	Vehicle Maintenance	-	
3009	Other (specify)	-	
3010	Other (specify)	-	
3011	Other (specify)	-	
3012	Other (specify)	-	

4000: FACILITIES & EQUIPMENT		6,995	
4001	Building Maintenance	-	
4002	Rent/Lease Building	5,403	25% of rent for location in Tower district
4003	Rent/Lease Equipment	1,267	Leasing 2 computers tied to Police Department data
4004	Rent/Lease Vehicles	-	
4005	Security	-	
4006	Utilities	325	less than 8% of utilities expense for location in Tower district
4007	Other (specify)	-	
4008	Other (specify)	-	
4009	Other (specify)	-	
4010	Other (specify)	-	

5000: SPECIAL EXPENSES		12,844	
5001	Consultant (Network & Data Management)	-	
5002	HMIS (Health Management Information System)	1,344	Avatar expense for two Case Managers/Clinicians
5003	Contractual/Consulting Services (Specify)	-	
5004	Translation Services	-	
5005	Parent Café	11,500	8.5 % of rent/utilities, etc. at Clark St. location, materials, printing, guest speakers, childcare, food, incentives, supplies, training
5006	Other (specify)	-	
5007	Other (specify)	-	
5008	Other (specify)	-	

6000: ADMINISTRATIVE EXPENSES		-	
6001	Administrative Overhead	-	
6002	Professional Liability Insurance	-	
6003	Accounting/Bookkeeping	-	
6004	External Audit	-	
6005	Insurance (Specify):	-	
6006	Payroll Services	-	
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-	
6008	Other (specify)	-	
6009	Other (specify)	-	
6010	Other (specify)	-	
6011	Other (specify)	-	
6012	Other (specify)	-	

7000: FIXED ASSETS		-	
7001	Computer Equipment & Software	-	
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	
7003	Furniture & Fixtures	-	
7004	Leasehold/Tenant/Building Improvements	-	
7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
7006	Assets over \$5,000/unit (Specify)	-	
7007	Other (specify)	-	
7008	Other (specify)	-	

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 181,801
TOTAL PROGRAM EXPENSES FROM BUDGET TEMPLATE: 181,801

Handle with Care Plus
Resiliency Center of Fresno
Fiscal Year 2022-23

PROGRAM EXPENSES

1000: SALARIES & BENEFITS					
Employee Salaries					
Acct #	Position	FTE	Admin	Direct	Total
1101	Associate Marriage & Family Therapist	0.80	\$ -	\$ 41,600	\$ 41,600
1102	Triage Liaison / Case Manager	0.80	-	36,608	36,608
1103	Parent Peer / Liaison	0.68	-	30,888	30,888
1104	Peer Support Specialist II	1.00	4,992	33,280	38,272
1105			-	-	-
1106			-	-	-
1107			-	-	-
1108			-	-	-
1109			-	-	-
1110			-	-	-
1111			-	-	-
1112			-	-	-
1113			-	-	-
1114			-	-	-
1115			-	-	-
1116			-	-	-
1117			-	-	-
1118			-	-	-
1119			-	-	-
1120			-	-	-
Personnel Salaries Subtotal:		3.28	\$ 4,992	\$ 142,376	\$ 147,368
Employee Benefits					
Acct #	Description		Admin	Direct	Total
1101	Retirement		\$ -	\$ -	\$ -
1102	Worker's Compensation		-	-	-
1103	Health Insurance		-	-	-
1104	Other (Specify)		-	-	-
1105	Other (Specify)		-	-	-
1106	Other (Specify)		-	-	-
Employee Benefits Subtotal:			\$ -	\$ -	\$ -
Employee Benefits %:					0
Payroll Taxes & Expenses:					
Acct #	Description		Admin	Direct	Total
1201	OASDI		\$ -	\$ -	\$ -
1202	FICA/MEDICARE		-	10,892	10,892
1203	SUI		-	3,702	3,702
1204	Other (Specify)		-	-	-
1205	Other (Specify)		-	-	-
1206	Other (Specify)		-	-	-
Payroll Taxes & Expenses Subtotal:			\$ -	\$ 14,594	\$ 14,594
EMPLOYEE SALARIES & BENEFITS TOTAL:			\$ 4,992	\$ 156,970	\$ 161,962

2000: CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	-
2003	Client Transportation & Support	-
2004	Clothing, Food, & Hygiene	-
2005	Education Support	-
2006	Employment Support	-
2007	Household Items for Clients	-
2008	Medication Supports	-
2009	Program Supplies - Medical	-
2010	Utility Vouchers	-
2011	Other (Specify)	-
2012	Other (Specify)	-
2013	Other (Specify)	-
2014	Other (Specify)	-
2015	Other (Specify)	-
2016	Other (Specify)	-
DIRECT CLIENT CARE TOTAL		\$ -

3000: OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	-
3003	Office, Household & Program Supplies	-
3004	Advertising	-
3005	Staff Development & Training	-
3006	Staff Mileage	-
3007	Subscriptions & Memberships	-
3008	Vehicle Maintenance	-
3009	Other (Specify)	-
3010	Other (Specify)	-
3011	Other (Specify)	-
3012	Other (Specify)	-
OPERATING EXPENSES TOTAL:		\$ -

4000: FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Building Maintenance	\$ -
4002	Rent/Lease Building	5,403
4003	Rent/Lease Equipment	1,267
4004	Rent/Lease Vehicles	-
4005	Security	-
4006	Utilities	325
4007	Other (Specify)	-
4008	Other (Specify)	-
4009	Other (Specify)	-
4010	Other (Specify)	-
FACILITIES/EQUIPMENT TOTAL:		\$ 6,995

5000: SPECIAL EXPENSES

Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	1,344
5003	Contractual/Consulting Services (Specify)	-
5004	Translation Services	-
5005	Parent Café	16,891
5006	Other (Specify)	-
5007	Other (Specify)	-
5008	Other (Specify)	-
SPECIAL EXPENSES TOTAL:		\$ 18,235

6000: ADMINISTRATIVE EXPENSES		
Acct #	Line Item Description	Amount
6001	Administrative Overhead	\$ -
6002	Professional Liability Insurance	-
6003	Accounting/Bookkeeping	-
6004	External Audit	-
6005	Insurance (Specify):	-
6006	Payroll Services	-
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-
6008	Other (Specify)	-
6009	Other (Specify)	-
6010	Other (Specify)	-
6011	Other (Specify)	-
6012	Other (Specify)	-
ADMINISTRATIVE EXPENSES TOTAL		\$ -

7000: FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	\$ -
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (Specify)	-
7008	Other (Specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES		\$ 187,192
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PROGRAM FUNDING SOURCES

8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
Acct #	Line Item Description	Service Units	Rate	Amount
8001	Mental Health Services	0	-	\$ -
8002	Case Management	0	-	-
8003	Crisis Services	0	-	-
8004	Medication Support	0	-	-
8005	Collateral	0	-	-
8006	Plan Development	0	-	-
8007	Assessment	0	-	-
8008	Rehabilitation	0	-	-
Estimated Specialty Mental Health Services Billing Totals:		0		\$ -
Estimated % of Clients who are Medi-Cal Beneficiaries				0%
Estimated Total Cost of Specialty Mental Health Services Provided to Medi-Cal Beneficiaries				-
Federal Financial Participation (FFP) %			0%	-
MEDI-CAL FFP TOTAL				\$ -

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Drug Medi-Cal	\$ -
8102	SABG	\$ -
SUBSTANCE USE DISORDER FUNDS TOTAL		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ -
REALIGNMENT TOTAL		\$ -

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	MHSA Component	MHSA Program Name	Amount
8301	CSS - Community Services & Supports		\$ -
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		187,192
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 187,192

8400 - OTHER REVENUE		
Acct #	Line Item Description	Amount
8401	Client Fees	\$ -
8402	Client Insurance	-
8403	Grants (Specify)	
8404	Other (Specify)	
8405	Other (Specify)	-
OTHER REVENUE TOTAL		\$ -

TOTAL PROGRAM FUNDING SOURCES:	\$ 187,192
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NET PROGRAM COST:	\$ -
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**Handle with Care Plus
Resiliency Center of Fresno
Fiscal Year 2022-23 Budget Narrative**

ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
1000: SALARIES & BENEFITS		161,962	
Employee Salaries		147,368	
1101	Associate Marriage & Family Therapist	41,600	Provide counseling & associated documentation in a 32 hr work week
1102	Triage Liaison / Case Manager	36,608	Assist children and families exposed to trauma
1103	Parent Peer / Liaison	30,888	Provide parent training on associated trauma topics
1104	Peer Support Specialist II	38,272	Working with FCSS Clinician
1105	0	-	
1106	0	-	
1107	0	-	
1108	0	-	
1109	0	-	
1110	0	-	
1111	0	-	
1112	0	-	
1113	0	-	
1114	0	-	
1115	0	-	
1116	0	-	
1117	0	-	
1118	0	-	
1119	0	-	
1120	0	-	
Employee Benefits		-	
1101	Retirement	-	
1102	Worker's Compensation	-	
1103	Health Insurance	-	
1104	Other (Specify)	-	
1105	Other (Specify)	-	
1106	Other (Specify)	-	
Payroll Taxes & Expenses:		14,594	
1201	OASDI	-	
1202	FICA/MEDICARE	10,892	
1203	SUI	3,702	
1204	Other (Specify)	-	
1205	Other (Specify)	-	
1206	Other (Specify)	-	
2000: CLIENT SUPPORT		-	
2001	Child Care	-	
2002	Client Housing Support	-	
2003	Client Transportation & Support	-	
2004	Clothing, Food, & Hygiene	-	
2005	Education Support	-	
2006	Employment Support	-	
2007	Household Items for Clients	-	
2008	Medication Supports	-	
2009	Program Supplies - Medical	-	
2010	Utility Vouchers	-	
2011	Other (Specify)	-	
2012	Other (Specify)	-	
2013	Other (Specify)	-	
2014	Other (Specify)	-	
2015	Other (Specify)	-	
2016	Other (Specify)	-	
3000: OPERATING EXPENSES		-	
3001	Telecommunications	-	
3002	Printing/Postage	-	
3003	Office, Household & Program Supplies	-	

ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
3004	Advertising	-	
3005	Staff Development & Training	-	
3006	Staff Mileage	-	
3007	Subscriptions & Memberships	-	
3008	Vehicle Maintenance	-	
3009	Other (Specify)	-	
3010	Other (Specify)	-	
3011	Other (Specify)	-	
3012	Other (Specify)	-	

4000: FACILITIES & EQUIPMENT		6,995	
4001	Building Maintenance	-	
4002	Rent/Lease Building	5,403	25% of rent for location in Tower district
4003	Rent/Lease Equipment	1,267	Leasing 2 computers tied to Police Department data
4004	Rent/Lease Vehicles	-	
4005	Security	-	
4006	Utilities	325	less than 8% of utilities expense for location in Tower district
4007	Other (Specify)	-	
4008	Other (Specify)	-	
4009	Other (Specify)	-	
4010	Other (Specify)	-	

5000: SPECIAL EXPENSES		18,235	
5001	Consultant (Network & Data Management)	-	
5002	HMIS (Health Management Information System)	1,344	Avatar expense for two Case Managers/Clinicians
5003	Contractual/Consulting Services (Specify)	-	
5004	Translation Services	-	
5005	Parent Café	16,891	8.5% of rent/utilities etc. at Clark St. location, materials, printing, guest speakers, childcare, food, incentives, supplies, training
5006	Other (Specify)	-	
5007	Other (Specify)	-	
5008	Other (Specify)	-	

6000: ADMINISTRATIVE EXPENSES		-	
6001	Administrative Overhead	-	
6002	Professional Liability Insurance	-	
6003	Accounting/Bookkeeping	-	
6004	External Audit	-	
6005	Insurance (Specify):	-	
6006	Payroll Services	-	
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-	
6008	Other (Specify)	-	
6009	Other (Specify)	-	
6010	Other (Specify)	-	
6011	Other (Specify)	-	
6012	Other (Specify)	-	

7000: FIXED ASSETS		-	
7001	Computer Equipment & Software	-	
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	
7003	Furniture & Fixtures	-	
7004	Leasehold/Tenant/Building Improvements	-	
7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
7006	Assets over \$5,000/unit (Specify)	-	
7007	Other (Specify)	-	
7008	Other (Specify)	-	

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 187,192
TOTAL PROGRAM EXPENSES FROM BUDGET TEMPLATE: 187,192

Handle with Care Plus
Resiliency Center of Fresno
Fiscal Year 2023-24

PROGRAM EXPENSES

1000: SALARIES & BENEFITS					
Employee Salaries					
Acct #	Position	FTE	Admin	Direct	Total
1101	Associate Marriage & Family Therapist	0.80	\$ -	\$ 41,600	\$ 41,600
1102	Triage Liaison / Case Manager	0.80	-	36,608	36,608
1103	Parent Peer / Liaison	0.68	-	30,888	30,888
1104	Peer Support Specialist II	1.00	4,992	33,280	38,272
1105			-	-	-
1106			-	-	-
1107			-	-	-
1108			-	-	-
1109			-	-	-
1110			-	-	-
1111			-	-	-
1112			-	-	-
1113			-	-	-
1114			-	-	-
1115			-	-	-
1116			-	-	-
1117			-	-	-
1118			-	-	-
1119			-	-	-
1120			-	-	-
Personnel Salaries Subtotal		3.28	\$ 4,992	\$ 142,376	\$ 147,368
Employee Benefits					
Acct #	Description		Admin	Direct	Total
1101	Retirement		\$ -	\$ -	\$ -
1102	Worker's Compensation		-	-	-
1103	Health Insurance		-	-	-
1104	Other (Specify)		-	-	-
1105	Other (Specify)		-	-	-
1106	Other (Specify)		-	-	-
Employee Benefits Subtotal:			\$ -	\$ -	\$ -
Employee Benefits %:					0
Payroll Taxes & Expenses:					
Acct #	Description		Admin	Direct	Total
1201	OASDI		\$ -	\$ -	\$ -
1202	FICA/MEDICARE		-	10,892	10,892
1203	SUI		-	3,702	3,702
1204	Other (Specify)		-	-	-
1205	Other (Specify)		-	-	-
1206	Other (Specify)		-	-	-
Payroll Taxes & Expenses Subtotal:			\$ -	\$ 14,594	\$ 14,594
EMPLOYEE SALARIES & BENEFITS TOTAL:			\$ 4,992	\$ 156,970	\$ 161,962

2000: CLIENT SUPPORT		
Acct #	Line Item Description	Amount
2001	Child Care	\$ -
2002	Client Housing Support	-
2003	Client Transportation & Support	-
2004	Clothing, Food, & Hygiene	-
2005	Education Support	-
2006	Employment Support	-
2007	Household Items for Clients	-
2008	Medication Supports	-
2009	Program Supplies - Medical	-
2010	Utility Vouchers	-
2011	Other (Specify)	-
2012	Other (Specify)	-
2013	Other (Specify)	-
2014	Other (Specify)	-
2015	Other (Specify)	-
2016	Other (Specify)	-
DIRECT CLIENT CARE TOTAL		\$ -

3000: OPERATING EXPENSES		
Acct #	Line Item Description	Amount
3001	Telecommunications	\$ -
3002	Printing/Postage	-
3003	Office, Household & Program Supplies	-
3004	Advertising	-
3005	Staff Development & Training	-
3006	Staff Mileage	-
3007	Subscriptions & Memberships	-
3008	Vehicle Maintenance	-
3009	Other (Specify)	-
3010	Other (Specify)	-
3011	Other (Specify)	-
3012	Other (Specify)	-
OPERATING EXPENSES TOTAL:		\$ -

4000: FACILITIES & EQUIPMENT		
Acct #	Line Item Description	Amount
4001	Building Maintenance	\$ -
4002	Rent/Lease Building	5,403
4003	Rent/Lease Equipment	1,266
4004	Rent/Lease Vehicles	-
4005	Security	-
4006	Utilities	325
4007	Other (Specify)	-
4008	Other (Specify)	-
4009	Other (Specify)	-
4010	Other (Specify)	-
FACILITIES/EQUIPMENT TOTAL:		\$ 6,994

5000: SPECIAL EXPENSES

Acct #	Line Item Description	Amount
5001	Consultant (Network & Data Management)	\$ -
5002	HMIS (Health Management Information System)	1,344
5003	Contractual/Consulting Services (Specify)	-
5004	Translation Services	-
5005	Parent Café	16,891
5006	Other (Specify)	-
5007	Other (Specify)	-
5008	Other (Specify)	-
SPECIAL EXPENSES TOTAL:		\$ 18,235

6000: ADMINISTRATIVE EXPENSES		
Acct #	Line Item Description	Amount
6001	Administrative Overhead	\$ -
6002	Professional Liability Insurance	-
6003	Accounting/Bookkeeping	-
6004	External Audit	-
6005	Insurance (Specify):	-
6006	Payroll Services	-
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-
6008	Other (Specify)	-
6009	Other (Specify)	-
6010	Other (Specify)	-
6011	Other (Specify)	-
6012	Other (Specify)	-
ADMINISTRATIVE EXPENSES TOTAL		\$ -

7000: FIXED ASSETS		
Acct #	Line Item Description	Amount
7001	Computer Equipment & Software	\$ -
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-
7003	Furniture & Fixtures	-
7004	Leasehold/Tenant/Building Improvements	-
7005	Other Assets over \$500 with Lifespan of 2 Years +	-
7006	Assets over \$5,000/unit (Specify)	-
7007	Other (Specify)	-
7008	Other (Specify)	-
FIXED ASSETS EXPENSES TOTAL		\$ -

TOTAL PROGRAM EXPENSES		\$ 187,191
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PROGRAM FUNDING SOURCES

8000 - SHORT/DOYLE MEDI-CAL (FEDERAL FINANCIAL PARTICIPATION)				
Acct #	Line Item Description	Service Units	Rate	Amount
8001	Mental Health Services	0	-	\$ -
8002	Case Management	0	-	-
8003	Crisis Services	0	-	-
8004	Medication Support	0	-	-
8005	Collateral	0	-	-
8006	Plan Development	0	-	-
8007	Assessment	0	-	-
8008	Rehabilitation	0	-	-
Estimated Specialty Mental Health Services Billing Totals:		0		\$ -
Estimated % of Clients who are Medi-Cal Beneficiaries				0%
Estimated Total Cost of Specialty Mental Health Services Provided to Medi-Cal Beneficiaries				-
Federal Financial Participation (FFP) %			0%	-
MEDI-CAL FFP TOTAL				\$ -

8100 - SUBSTANCE USE DISORDER FUNDS		
Acct #	Line Item Description	Amount
8101	Drug Medi-Cal	\$ -
8102	SABG	\$ -
SUBSTANCE USE DISORDER FUNDS TOTAL		\$ -

8200 - REALIGNMENT		
Acct #	Line Item Description	Amount
8201	Realignment	\$ -
REALIGNMENT TOTAL		\$ -

8300 - MENTAL HEALTH SERVICE ACT (MHSA)			
Acct #	MHSA Component	MHSA Program Name	Amount
8301	CSS - Community Services & Supports		\$ -
8302	PEI - Prevention & Early Intervention		-
8303	INN - Innovations		187,191
8304	WET - Workforce Education & Training		-
8305	CFTN - Capital Facilities & Technology		-
MHSA TOTAL			\$ 187,191

8400 - OTHER REVENUE		
Acct #	Line Item Description	Amount
8401	Client Fees	\$ -
8402	Client Insurance	-
8403	Grants (Specify)	-
8404	Other (Specify)	-
8405	Other (Specify)	-
OTHER REVENUE TOTAL		\$ -

TOTAL PROGRAM FUNDING SOURCES:	\$ 187,191
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NET PROGRAM COST:	\$ -
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Resiliency Center of Fresno
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1106	0	-	
1107	0	-	
1108	0	-	
1109	0	-	
1110	0	-	
1111	0	-	
1112	0	-	
1113	0	-	
1114	0	-	
1115	0	-	
1116	0	-	
1117	0	-	
1118	0	-	
1119	0	-	
1120	0	-	
Employee Benefits		-	
1101	Retirement	-	
1102	Worker's Compensation	-	
1103	Health Insurance	-	
1104	Other (Specify)	-	
1105	Other (Specify)	-	
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1203	SUI	3,702	
1204	Other (Specify)	-	
1205	Other (Specify)	-	
1206	Other (Specify)	-	
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2002	Client Housing Support	-	
2003	Client Transportation & Support	-	
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2005	Education Support	-	
2006	Employment Support	-	
2007	Household Items for Clients	-	
2008	Medication Supports	-	
2009	Program Supplies - Medical	-	
2010	Utility Vouchers	-	
2011	Other (Specify)	-	
2012	Other (Specify)	-	
2013	Other (Specify)	-	
2014	Other (Specify)	-	
2015	Other (Specify)	-	
2016	Other (Specify)	-	
3000: OPERATING EXPENSES		-	
3001	Telecommunications	-	
3002	Printing/Postage	-	
3003	Office, Household & Program Supplies	-	

ACCT #	LINE ITEM	AMT	DETAILED DESCRIPTION OF ITEMS BUDGETED IN EACH ACCOUNT LINE
3004	Advertising	-	
3005	Staff Development & Training	-	
3006	Staff Mileage	-	
3007	Subscriptions & Memberships	-	
3008	Vehicle Maintenance	-	
3009	Other (Specify)	-	
3010	Other (Specify)	-	
3011	Other (Specify)	-	
3012	Other (Specify)	-	

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4008	Other (Specify)	-	
4009	Other (Specify)	-	
4010	Other (Specify)	-	

5000: SPECIAL EXPENSES		18,235	
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5002	HMIS (Health Management Information System)	1,344	Avatar expense for two Case Managers/Clinicians
5003	Contractual/Consulting Services (Specify)	-	
5004	Translation Services	-	
5005	Parent Café	16,891	8.5% of rent/utilities, etc. for Clark St. location, materials, printing, guest speakers, childcare, food, incentives, supplies, training
5006	Other (Specify)	-	
5007	Other (Specify)	-	
5008	Other (Specify)	-	

6000: ADMINISTRATIVE EXPENSES		-	
6001	Administrative Overhead	-	
6002	Professional Liability Insurance	-	
6003	Accounting/Bookkeeping	-	
6004	External Audit	-	
6005	Insurance (Specify):	-	
6006	Payroll Services	-	
6007	Depreciation (Provider-Owned Equipment to be Used for Program Purposes)	-	
6008	Other (Specify)	-	
6009	Other (Specify)	-	
6010	Other (Specify)	-	
6011	Other (Specify)	-	
6012	Other (Specify)	-	

7000: FIXED ASSETS		-	
7001	Computer Equipment & Software	-	
7002	Copiers, Cell Phones, Tablets, Devices to Contain HIPAA Data	-	
7003	Furniture & Fixtures	-	
7004	Leasehold/Tenant/Building Improvements	-	
7005	Other Assets over \$500 with Lifespan of 2 Years +	-	
7006	Assets over \$5,000/unit (Specify)	-	
7007	Other (Specify)	-	
7008	Other (Specify)	-	

TOTAL PROGRAM EXPENSE FROM BUDGET NARRATIVE: 187,191
TOTAL PROGRAM EXPENSES FROM BUDGET TEMPLATE: 187,191