

Effective July 1, 2016
Agreement for Services of Independent Contractor
Between
Family Care Network, Inc. (FCNI)
And
Santa Barbara County Department of Social Services (DSS)

This Exhibit A-1 to the Agreement for Services of Independent Contractor Between Family Care Network, Inc. (FCNI) and County of Santa Barbara – Contractor’s Certified THP-Plus Plan is hereby attached and made a part of the Agreement specified above. In each instance in which provisions of this exhibit either contradict or are inconsistent with the provisions of the Agreement, the provisions of this Exhibit A-1 shall prevail and govern.

FAMILY CARE NETWORK, INC
Tax ID: On File

THP-PLUS CERTIFICATION MATERIAL

Submitted to Santa Barbara County
May 2016

Certification Checklist

All THP-Plus providers must submit documentation that they are in compliance with the requirements of the program as set out in Article 4 of Chapter 5 of Part 4 of Division 9 of the California Welfare and Institutions Code (Section 16522 et sequ.)

Provided below are the 36 requirements immediately followed by the adopted policies of **Family Care Network, INC.** demonstrating compliance with these requirements.

Welfare and Institutions Code

Eligibility

The program serves only eligible participants (eligible participants are 18 to 25 years old, have emancipated from foster care or probation, and have completed and are pursuing the goals of a County-approved TILP). It is FCNI’s policy to confirm THP+ eligibility through the County Independent Living Program. THP+ applications originate through the ILP program, thus eligibility will have been predetermined. Should an individual apply directly to FCNI, they would be directed to the ILP Coordinator. As the County’s ILP Provider, this is a seamless process. Documentation maintained by the agency to confirm eligibility may include: a copy of the participant's County-approved TILP, a referral form from the County ILP verifying eligibility, and/or a letter or correspondence from a County Social Worker or Probation Officer verifying program eligibility. These documents can originate from Santa Barbara County or the participant's County of origin. All prospective applicants must be ILP eligible and involved.

Non-discrimination

The program will not discriminate based on race, gender, sexual orientation, disability or WIC602 status; and youth receiving psychotropic medications will not be automatically excluded.

FCNI maintains a nondiscrimination policy with regard to client services and hiring practices. The agency does not discriminate on the basis of race, national origin, perceived gender, sexual orientation or disability. Additionally, our agency is accustomed to working with youth receiving psychotropic medications and will not automatically disqualify such a person from program participation. The primary determinant factors for program participation are the participant's willingness to participate, their commitment to successfully complete TILP goals and their ability to live safely and not negatively affect the safety, well-being and success of other program participants.

Separate property management and service provider functions

Our agency maintains a separate administration/facilities management unit. This unit is responsible for furnishing and maintaining housing units, conducting a pre-and post-occupancy walk-through, collecting rents and utilities (when applicable). Scattered sites use an on-site Facility Manager whose role is specifically designed to maintain safe, functional housing units, and ensure residents are properly maintaining assigned property. This individual will communicate to the Program Supervisor or direct services staff any issues concerning participant misconduct or property mismanagement, and to our administration to schedule repairs and/or maintenance. Direct care staff will also be responsible for communicating to Administration when they are aware of property management issues. Individual, scattered-site housing units are inspected monthly, and agency facility maintenance employees are available 24/7 to respond to facility emergencies.

Participant application and selection criteria

The FCNI THP+ application process is as follows:

-Referrals may be received from a variety of sources, including: the County ILP, placement agencies, homeless shelters, ADMHS, Foster Youth Services, colleges, universities or public schools, or be self-referred. Applicants who are not directly referred from the ILP Program will be redirected to ILP for an eligibility determination.

-All interested parties receive an application to complete. Assistance in completing the application is provided when requested. A Spanish version is also available.

-Once an application has been received, eligibility is confirmed by County ILP. Once an applicant is deemed eligible, an interview is scheduled at a convenient time for the applicant.

-A screening interview is conducted by the program staff, preferably including a County ILP staff person and a current or former program participant.

-Participants are screened based on the following criteria: Consideration of the applicant's age; Previous placement history; Delinquency history; History of drug or alcohol abuse; Current strengths; Level of education; Mental health history; Medical history; Prospects for successful participation in the program; and work history.

-It is agency policy not to be exclusionary in selecting candidates for its housing programs. As previously stated, the primary determination factors for program participation are the participant's willingness to participate, their commitment to successfully complete TILP goals and their ability to live safely and not negatively affect the safety, well-being and success of other program participants. Additionally, acceptance into the program will also be contingent on available living units.

-Once an applicant has successfully completed the application-screening process, they are assigned a living unit, assigned to a Rehabilitation Specialists and assisted with their move into the housing unit.

-All successful placements are communicated to the County ILP.

Monitoring placements

FCNI monitors THP+ placements from several perspectives:

-Each participant is assigned a Social Worker/Case Manager to assist participants in developing their TILP, monitor plan progress. They are in contact with THP+ participants at least weekly.

-Participants are also assigned a Rehabilitation Specialist (RS) (formerly titled Rehabilitation Specialists) who will work one-on-one with them towards the completion of their TILP goals. The RS is in contact with participants, generally two to four times per week depending on needs, at times/days which are best suited for the participant. Case Managers and RS are available 24/7 to respond to emergencies.

-There is a Program Supervisor who monitors the overall operation of the program, debriefs on case progress/issues and serves as a liaison between the County ILP and other community-based services.

-FCNI housing units are usually staffed with an on-site Facility Manager or RA who also monitors participant conduct, care of facilities, program rule compliance and interpersonal relationships.

-Another key program component is the use of self and peer monitoring. This includes regularly scheduled facility meetings, a schedule for residents to police the grounds and property, and a positive peer culture environment. FCNI endeavors to gain participants' buy-in, a sense of ownership and pride within its transitional housing programs.

Education requirements

It is FCNI's policy that program participants routinely involve themselves in activities designed to promote long-term employability, fiscal stability and permanence. This is accomplished by assisting participants in furthering their education process and through the following:

-When applicable, participants are assisted in enrollment in a program to complete high school or the equivalency, (i.e., adult education, community college, etc.). Participants who are eligible to continue attending high school will be encouraged do so.

-When applicable, FCNI works with Foster Youth Services on educational planning and support.

-Program participants are encouraged and assisted with enrollment in higher education programs and/or vocational training and education programs.

-FCNI has developed working relationships with Santa Barbara and Allan Hancock Community Colleges in order to involve as many participants into their programs as possible.

-FCNI routinely uses successful community members to interact with THP+ clients and encourage them toward continuing their education; especially those who are former foster youth.

-Recruit and assign tutors or mentors whenever possible to encourage educational pursuits.

-RS duties include working with participants to accomplish educational/vocational goals established in the youth's TILP

Work requirements

The FCNI THP+ program requires participants to actively seek and maintain employment, unless they are engaged full time in an educational or vocational training program. To promote success in the workplace FCNI provides the following:

-RS provide skill building to enhance employability, (i.e., completing job applications, applying and interviewing, employee-employer relationships, maintaining a job, peer relationships with other employees, et cetera).

-Linking participants with JTPA-WIA services and programs, including one-stop career centers

-Creating links with potential employers and work opportunities, including job shadowing or internships.

-Linking participants with other job skill development opportunities (i.e., vocational trade schools, union trade schools, community college programs, on-the-job training opportunities, et cetera).

-Through the FCNI Community Resources Development Department, we seek businesses that will commit to hiring agency clients and/or will provide job shadowing experiences.

Savings

Promoting participant savings and developing fiscal responsibility is a key life skill goal FCNI staff focus on with each THP+ client. To enhance this goal, the agency will:

-Set aside \$200 per month per participant in an interest-bearing emancipation fund, payable to the participant when they leave the program.

-Provide a savings match, up to \$100 per month per participant, payable to the participant upon program exit. (Participant's personal bank statement is required to verify eligibility for this savings match.)

-All participants are offered individual and/or group instruction on managing money and budgeting. FCNI has a financial management component to its life skills development curriculum.

-All participants are encouraged to save a minimum of 35% of net earnings.

Personal safety

It is FCNI's policy to preserve and maintain the health and safety of all program participants. In order to accomplish this, the agency:

-Maintains the facility at all times in a clean and safe condition.

-Provides each resident a living unit which offers personal privacy and security

-Maintains policy and procedures, which protect and preserve participant's personal rights, health and safety and encourages respect amongst facility residence, including prohibiting behaviors which infringes on the rights of others and any form of physical, sexual, emotional or verbal abuse.

-Prepares a "Safety Plan" for every program participant to ensure the personal safety of the client and other participants.

-Maintains personnel sufficient to monitor resident interactions, and provide immediate intervention and/or mediation.

-Provides access to 24/7 crisis assistance.

-Precludes participants from possessing a weapon at their assigned living unit.

Visitors

Having visitors and guests is part of normal daily living and is encouraged by the agency. The agency policy for visitors is as follows:

-Visitors and guests are welcome if there is no reasonable objection from other residents.

-Visitors are generally allowed between the hours of 8:00am–12:00am, but these times can be modified on a case-by case basis with the consent of FCNI staff or with the agreement of the other residents.

-No overnight visitors are allowed.

-There may be an exception to this policy via a request to and approval of the agency's Transitional Housing Manager. Exceptions may include: Siblings, Family members or other relatives, Close friends if appropriate

-Exception requests will also take into consideration: space availability, gender, compatibility with other residents and when appropriate, input from other residents.

-No individual shall be allowed to reside at the facility who is not an accepted program participant.

Emergencies

FCNI maintains clear emergency procedures and policies. In brief:

-FCNI uses Facility Managers who are usually available on-site to handle emergency situations.

-There is 24/7 supervisory/management support available for scattered site facilities.

-Residents are instructed in emergency procedures, the living units have clearly marked emergency evacuation plans and emergency phone numbers posted.

-FCNI requires transitional housing participants to complete a First Aid/CPR course which will be provided by the agency at no cost. Training will also be provided in the Spanish language.

-First aid kits will be readily available at all living unit sites, and participants trained on how to use them.

-It is FCNI policy to establish excellent working relationships with local law enforcement and emergency response providers to ensure that they understand the nature and scope of the program being operated and feel that they are welcome as a community partner.

Medical requirements

In addition to the emergency medical policies stated above, as part of life skill domain development FCNI instructs participants on how to receive and maintain appropriate health care coverage. Each participant's RS provides specific instruction and assistance in this regard. Other policy issues relating to medical management are:

-All participants have access to medical services when needed. These services are provided by a medical professional, by an appropriately licensed clinic, adult day health center that may offer services off-site, or through a home visit program, including services which are made available on a regularly scheduled basis on-site.

-Participants with prescribed medications (including psychotropic) are assisted with and advised on the proper use, storage and management of these medications, including:

- Proper storage, (i.e. medications which need to be refrigerated)
- Medication security, including using a locked box (provided) and keeping rooms locked
- Proper usage, including the importance of not missing doses and not giving meds to others.
- Refill procedures, et cetera

-Participants with special medical conditions or those who are non-ambulatory may be considered for placement so long as medical support services are available and their condition will not adversely affect other residents.

-Participants requiring transportation to medical appointments or services will be assisted by their assigned RS in securing appropriate transportation.

Disciplinary measures

FCNI strives to maintain transitional housing facilities which are safe, nurturing and which protect the personal rights of all participants. In doing so, the agency maintains a clearly defined, strength-based, solution-focused "disciplinary policy" which we prefer to reframe as "choices and consequences." Our policy and approach is as follows:

-Every participant is provided a clear statement of program expectations, rules and requirements, and is required to sign a Participant Agreement upon entry into the program.

- Program expectations are posted within each living unit and are given to all participants as well.
- It is the agency's practice to encourage residents in multiple-participant scattered sites to create their own set of expectations and rules.

-Unless a participant's misconduct is of a very serious nature requiring law enforcement intervention or immediate removal, it is the agency's policy to develop solutions and interventions whenever possible, designed to preserve the participant in the program.

- When misconduct occurs, the agency will immediately address the issue with the participant, preferably along with ILP staff and other community supports or individuals that s/he has identified to be on their Transitional Living Team. The purpose of this meeting will be to allow the participant to fully understand the nature of the misconduct and be provided the opportunity to implement a plan of correction. Several incidents may occur before stricter discipline is imposed, including a "probationary period." Disciplinary measures can include: 1) a written warning, 2) restitution, 3) community work services, and 4) a time limited probationary period

-If misconduct or negative behavior persists the participant may be asked to voluntarily terminate participation in the program, but the agency reserves the right to give the participant a 30 day notice, terminating them from the program.

-If a participant's conduct is of such a nature so as to threaten the person, property, themselves or others, FCNI will initiate an immediate action to remove them from the facility. This action would be pursuant to the requirements of the California Transitional Housing Misconduct Act.

-When it becomes necessary to remove a participant from the program due to misconduct or negative behavior, FCNI will fully comply with the California landlord-tenant law and/or the Transitional Housing Misconduct Act.

-All participants are required to fully comply with the requirements of the Transitional Housing Misconduct Act (Health and Safety Code §50580 et seq.) and sign a **Restatement of the Transitional Housing Misconduct Act Form** included in the Participant Agreement.

Whenever corrective, solution-focused action is required, it is the agency's policy to include as many of the participant's community supports and significant others in the process that the participant allows, in order to develop the best solutions and outcomes for the participant.

Child care

Securing childcare is considered an important critical life domain and life skill for a parenting youth to learn. As part of our routine life skill development program, each youth who has need of child care will be instructed in all of the options available to them, and guided in developing a personal plan for meeting this need. Onsite childcare at a scattered site may be an option, depending on the specific circumstances and under the premise that a child's health and safety would not be compromised in any way.

Pregnancy

FCNI has worked with many pregnant or parenting youth in its transitional housing programs. The agency will not preclude a pregnant or parenting youth from participating in the THP+ program, unless there is a health and safety need which cannot be adequately met. Whenever a pregnant youth chooses to go full-term with her pregnancy, their FCNI RS will assist the pregnant youth in developing a plan to secure all the services she needs to ensure a healthy pregnancy and childbirth. It is the agency's policy to assist pregnant clients in the discovery of all available community resources and services and to help her establish a community support system. If the pregnant youth determines to keep her child, she will be assisted in developing a plan to that end. If the pregnant youth decides to adopt out her child, FCNI will connect her with the appropriate agencies to facilitate this decision. Due to the number of pregnant/parenting youth participating in agency transitional housing programs, the agency provides regular, ongoing support and education groups.

Curfew

As voluntary adult participants, FCNI does not maintain a curfew time concerning participants coming and going from their assigned living unit. The following are some program expectations and basic courtesies that will guide participant conduct:

-Participants are expected to enter and exit the housing units at reasonable hours, except as may be required for employment. When a participant enters or leaves the facility between 12 a.m. and 6 a.m., they are expected to be quiet and not disturb other program residents.

-Participants are expected not to have visitors or guests before 8 a.m. in the morning nor after 12 am in the evening.

-Participants are expected to curtail excessive noise, (i.e., stereos, TV, vacuum cleaners, loud conversation), between 11 pm and 8 am.

-Participants are expected to notify FCNI staff if they plan on being away from their assigned living unit overnight or for any extended length of time.

Apartment cleanliness

Participants shall keep their assigned living unit and property in a clean and sanitary condition, and shall otherwise comply with all state and local laws requiring tenants to maintain rented premises.

-Each participant is responsible for maintaining his or her household area at an acceptable level, and performing routine household chores, (i.e., vacuuming, dusting, washing dishes, cleaning bathrooms, et cetera). Each participant is provided a Household Maintenance checklist to follow and is provided life skill training in this regard.

-In households of two or more participants, duties are shared with specific requirements for each participant posted.

-Participants are expected to allow FCNI staff to periodically inspect living units to conduct routine maintenance, and observe sanitation and safety conditions.

Concerning participants' maintenance of his/her living unit:

-Participants are required to report immediately any accident, injury, damage, loss, or need of services or repairs to water or gas pipes, electrical wiring, drains, toilets, fixtures or any property or equipment on the dwelling, and all breakage, damage, or loss of any kind.

-Participants shall accept full responsibility for any loss or damage resulting from overflow of water from sinks, bathtubs, toilets or other basin in or about the dwelling resulting from his/her carelessness or improper care.

-If damage to an assigned living unit (other than normal wear and tear) is caused by actions or neglect by the participant or a participant's guest(s); the participant is required to reimburse FCNI the cost of repairing the damage.

Budgeting

Financial Management is one of the seven life domain instruction units within the FCNI life skills training curriculum. Budgeting is one component of developing this life skill. Each participant's RS will offer financial management instruction. Some topics of this curriculum include:

- Developing a reasonable personal budget, beginning with a weekly budget and progressing to a monthly budget.
- Guidance on savings, fiscal prudence and responsibilities.
- Instruction in making purchases for necessities versus luxuries.
- Instruction on paying bills, balancing a checkbook and living within a budget.
- Loans, credit cards, long-term debt and credit rating, et cetera.

FCNI created a monthly budget form that each participant is required to fill out. It is filled out twice a month, once at the beginning as an estimated receiving/spending amount and then at the end of the month for an actual receiving/spending amount.

Care of furnishings

Each participant is provided a furnished living unit in excellent condition. It is the responsibility of each participant to maintain assigned property in good repair and in an acceptable sanitary condition. Specific policy issues concerning the care of furnishings are:

-Participants sign a property form at the time of occupancy, delineating each property item provided and its basic condition.

-Participants are expected to report any damage to assigned property.

-Participants are expected to maintain any commonly used furnishings or property in the housing unit, (i.e., TV, couches, recreational equipment, et cetera).

-Participants are allowed to use their own personal property at any time, in lieu of the assigned property. Participant personal property is always inventoried as well.

-Participants are responsible for any repair or replacement of any furnishings or property they are responsible for damaging. FCNI reserves the right to withhold any set-aside funds of the participant to cover the cost of damages or repairs.

Cars

FCNI transitional housing participants are allowed to use personal vehicles under the following conditions:

- They possess a valid California driver's license
- They provide proof of insurance
- They assume all responsibility for parking/garaging the vehicle

Lending or borrowing money

At no time will FCNI loan funds to a program participant. It is also FCNI's policy to discourage the lending and borrowing of money between program participants.

-Under the FCNI Life skill – Financial Management curriculum, a participant is instructed in the pros and cons of taking out loans and using credit cards, in addition to how compounded interest works, the importance of credit scores and other related issues concerning the borrowing of money.

-Participants are instructed to keep personal financial affairs confidential and private.

Dating

Transitional Housing Program participants are not precluded from dating and carrying on normal social relationships and interactions. As part of the FCNI life skill development curriculum, participants are offered training in developing and maintaining healthy and safe relationships.

Ground rules for termination

As stated above, FCNI makes every effort to preserve the placement of a client in the program. This effort includes providing each participant clear expectations, responsibilities and requirements set forth in a signed Participant Agreement. Participants may be terminated from the program as follows:

-The Participant voluntarily terminates his/her participation.

-The Participant persistently refuses to comply with program rules, responsibilities and expectations, and fails to respond to solution focused interventions.

-The Participant presents a threat to the health, safety and welfare of themselves and/or others, including program staff and other residents.

-The Participant violates the rights of another program participant including any form of physical, sexual, emotional or verbal abuse.

-The Participant's conduct is of such a nature to cause an action under the **Transitional Housing Misconduct Act** (Health and Safety Code §50580 et seq.)

TILP Requirements

Complete TILP goals and activities

One of the conditions for acceptance into the FCNI THP+ Program is that the participant is willing to successfully pursue and complete their personally developed TILP. FCNI will support this process as follows:

-FCNI coordinates all activities with ILP and works collaboratively towards the completion of the participant's plan.

-A FCNI RS will assist each participant in the completion of an Ansell-Casey Life skills Assessment instrument. This life skills assessment is used to develop goals and activities necessary for gaining the skills to become self-sufficient and independent.

-FCNI has developed and utilizes an in-depth Life skills Development Workbook which provides specific curriculum and activities in seven life domains to help youth learn self-sufficiency skills. These life domain areas include:

- Planning & Organization
- Educational Advancement
- Employment & Career
- Community Supports

- Personal Living
- Finances & Savings
- Health & Safety

-Each participant is assigned an RS to guide them through the life skill development activities identified in their Ansell-Casey life skill assessment.

-RS contact, instruction, support and monitoring is generally provided two to three times per week, or more if needed. As a participant gains competencies, RS involvement diminishes.

-When a participant completes a particular life skill component, FCNI issues them a certificate of competency. It is also agency policy to provide a reward for these positive achievements.

-Another very important component of the FCNI Transitional Housing Program is to assist each participant in the development of a Transitional Living Team. This team is comprised of individuals whom the participant chooses to serve as a community support network. This team can include peers, significant others, family members, employers, ILP staff, close friend(s), professional agency representatives in addition to FCNI staff. Transitional Living Team meetings are facilitated by the participant's RS. This team serves not only to support and encourage the participant, but also to provide accountability.

-Related to the Transitional Living Team (TLT), and equally important, participants are offered the opportunity to have a mentor. Mentors can participate on the TLT but, more importantly, can serve as a positive role model and another advocate for personal success and a goal completion. It has been the FCNI experience that TAYs matched with a mentor are much more likely to complete TILP goals and make a successful transition to independent living.

TILP updates

It is the primary role of the participant's FCNI Case Manager and RS to monitor the progress of each participant toward the completion of his/her TILP. As stated above, each participant is assisted in completing specific TILP goals and activities through one-on-one weekly interaction, support and guidance. Because of this interactive, close client monitoring, YDS chart participant progress towards and completion of TILP goals and modifies the TILP accordingly. This also includes newly identified domains where the client needs to improve their competencies. Thus, the TILP becomes a dynamic, every changing document. It is the agency's policy for a Case Manager or RS to complete a brief progress summary quarterly for each participant they are assigned, and provide a copy of this summary to ILP. Every six months, the youth is encouraged to once again complete the Ansell-Casey Life skill Assessment instrument, as a means of documenting his/her progress, and identify areas requiring continued skill building.

Evaluate progress with TILP goals

As stated above, each participant is assisted in completing specific TILP goals and activities through one-on-one weekly Case Manager & RS interaction, support and guidance. It is agency policy for a Case Manager or RS to complete a brief progress summary quarterly for each participant they are assigned, and provide a copy of this to ILP. Every six months, the youth is encouraged to once again complete the Ansell-Casey Life-skill Assessment instrument, as a means of documenting his/her progress, and identify areas requiring continued skill building. It is the agency's practice to provide this information to ILP program staff to ensure their careful coordination on plan progress and update.

Tenant Rights

Due process

FCNI is fully compliant with California Landlord-Tenant and Transitional Housing Misconduct Act law, and respects the due process rights of youth participating in our transitional housing program as follows:

- Participants are informed, verbally and in writing, of their personal rights in the THP+ program.

- Participants are provided, verbally and in writing, very clear expectations, rules, procedures and expectations as a participant in the program. This information is communicated to each participant in the THP+ Participant Agreement.

- FCNI maintains a clearly defined "Grievance Policy" which is explained to each participant and is also included in the Participant Agreement.

- FCNI maintains a strength-based, solution-focused discipline policy, and makes every effort to promote participant's successful program completion.

- It is FCNI policy to employ a team-based process to ensure a participant is well represented in the decision-making process for discontinuation of services.

- FCNI will assure that participants are afforded their due process rights under this law.

Free from arbitrary and capricious rules

As previously stated, all participants are provided, verbally and in writing, very clear expectations, rules, procedures and expectations as a participant in the program. This information is communicated to each participant in the THP+FC Participant Agreement and rental agreement, which is thoroughly explained to each participant upon entry into the program.

- The right to be free from arbitrary or capricious rules.
- The right to understand all rules in writing and in appropriate languages and formats.
- The right to appeal any loss of benefits before they are suspended, unless imminent physical harm to someone would result.
- The right to a grievance procedure.
- The right to confidentiality, which applies to dissemination, storage, retrieval and acquisition of identifiable information.
- The right to privacy.
- The greatest amount of freedom possible in order to prepare them for self-sufficiency.
- Access to medical services, if needed. These services shall be provided by a medical professional or an appropriately licensed clinic or adult day health center that may offer services off-site or through a home visit program, including services which are made available on a regularly scheduled basis on-site.
- A choice regarding what services to access and the location of the services (on-site or offsite), as long as the goals of the THP+ TILP are being met.
- Funds retained by the provider on behalf of the participant. These funds shall be deposited in an interest bearing savings account in any bank or savings and loan institution whose deposits are insured by the Federal Deposit Insurance Corporation or the Federal Savings and Loan Insurance Corporation. The principal and interest shall be distributed to the tenant when s/he leaves the program or earlier if permitted by the THP+ program guidelines.
- Additionally, each participant will be informed in writing of his/her rights and responsibilities under the Transitional Housing Misconduct Act.

Right to confidentiality

FCNI maintains strict agency policy and procedure concerning client confidentiality. FCNI has been a state CCL licensed FFA for over 28 years, a state certified MediCal mental health services provider site for over ten years and has never been cited for any kind of confidentiality related issue. The organization maintains double locked client and personnel files and an information management system which utilizes the highest levels of electronic/network security. Finally, all FCNI staff, paid and volunteer, receive extensive training regarding client confidentiality and are required to sign an agency Oath of Confidentiality. Any staff found in violation of confidentiality rules is subject to immediate termination.

Right to privacy

FCNI Transitional Housing Program participants are guaranteed the right to privacy and FCNI is fully HIPAA compliant. The agency will not disseminate, distribute or verbally communicate any information regarding a client without their express written permission. Items specific to THP+ include:

- All personal information
- Plans, assessments, progress notes, case notes, et cetera
- Personal property inventories

-Information related to disciplinary actions, except where it is provided under the California Landlord-Tenant and Transitional Housing Misconduct Act law

Participant – Provider contract (In addition, provide an example of the contract)

FCNI utilizes a Transitional Housing Participant Agreement for its TAY-based Transitional Housing programs. **Our Participant Agreement and Rental Agreement are provided in the attachments.**

Housing statutes

Fair housing

FCNI has been a transitional housing provider for over 17 years and, as such, is very familiar with the provisions of the above cited law, both as a renter and landlord. FCNI currently owns six apartment complexes used exclusive for TAY transitional housing and routinely rents/lease 14-16 other units. On only one occasion have we initiated the landlord-tenant law to remove a tenant, which consequently had a positive outcome. As required by law, we employ the legal services of Neal Tardiff to assist us in these matters.

Housing laws and fire clearance

All FCNI transitional housing units meet state housing laws and fire clearance requirements for this program. Whenever a participant is non ambulatory, a written fire clearance is secured prior to placement in the unit. Additionally, each unit is thoroughly inspected prior to a placement and certified that it fully complies with health and safety requirements. Each living unit is then inspected monthly by FCNI THP+ staff to ensure continued health and safety compliance

Employee Regulations

Criminal background checks:

Under FCNI hiring policy, all employees are subject to a rigorous hiring process including the following pre-employment background clearances:

- Fingerprint check and clearance – California & FBI
- Child Abuse Index Check (LIC198)
- Office of Inspector General (OIG) List of Excluded Providers
- MediCal List of Excluded Providers
- Driving record & proof of insurance

- Physical examination
 - Drug test
 - Reference checks
 - Employment verifications
 - MediCal Excluded Providers list

Employment criteria

FCNI adheres to very strict employment criteria, including consideration of employee's educational attainment, professional licensure, age, drug or alcohol history, personal references and experience working with persons in this age group. As a state licensed foster care provider (FFA & THPP), a state certified Medi-Cal provider, and under our accreditation requirements, FCNI adheres to the highest standard of vetting potential employees. Positions/staff assigned to THP+ are:

Chief Operations Officer: Jon Nibbio, MFT - has served in his current capacity for over 15 years; served as probation Division Manager for ten years and has worked as a program supervisor in a mental health hospital

for youth and as a county social worker. He has extensive experience working with (Transitional Age Youth) TAY and currently co-chairs the Children's Committee of the State Mental Health Policy Council, and chairs the Council's TAY subcommittee as well. Mr. Nibbio oversees the overall operations and fidelity of the agency's TAY – Transitional Housing Programs. *Please see attached resume and job description.*

Transitional Youth Services Manager: Darci Rice has been the FCNI Transitional Housing Services Supervisor for four months and has worked eight years for FCNI. In her current position, Darci manages the THPP, THP+ and THP+FC programs and staff. Previously, Darci served FCNI as a Wraparound Social worker for four and half years and as a Rehabilitation Specialist for three and a half years. Prior to FCNI, she worked a Level 12 group home with six to 12 year old children. Darci is an MFT Intern working towards earning her License.

THP+ Program Supervisor (10%): Shannon Bell is the current **Program Supervisor** for the FCNI THP+ Program, having served in that position since the program began in 2007. **Qualifications:** Ms. Bell has worked in the human services field since 1995 in a variety of positions and responsibilities. She worked for four years as the Program Manager for the Jessie Hopkins Hinchee Foundation residential care facility; two years as the Program Administrator for the Cornerstone House of Santa Barbara; and eight years as the Program Director for the Sojourn residential facility in Goleta. She is very familiar with TAY, and well versed and trained in life skill development and facility management. *Please see attached resume and job description.*

Rehabilitation Specialist (100%): RS are assigned 100% to this program for one for every 4-5 participants. **Qualifications:** RS have a minimum of a Bachelor's degree in a human services related discipline and one year of experience working with children/youth. They are specifically trained as behavioral specialist (TBS level) and in TAY development. We currently have seven full-time RS assigned to our Santa Barbara transitional housing programs and another 6-10 qualified employees who live in Santa Barbara County to draw from. *Please see attached job description.*

Facility Manager/Residential Advisor (100%): FCNI housing units are usually staffed with an on-site Facility Manager or RA who also monitors participant conduct, care of facilities, program rule compliance and interpersonal relationships. **Qualifications:** FCNI usually hires individuals who are in college and have an interest in the human services field. *Please see attached job description.*

Training program

The organization has a very well-established staff development program for all employees, foster parents, interns, mentors and volunteers. FCNI specializes in working with high-needs, at-risk and behaviorally challenging children and youth. Consequently, skilled staffing is essential. New direct services employees receive 80 hours of training before having direct client contact and 24 to 40 hours of training annually. Staff members working with TAY are specifically trained, including: developmental characteristics and TAY specific needs, life skill assessment/planning, life skill development, cultural training, motivation and behavioral management and developing community supports. Employees receive weekly supervision with qualified supervisors. FCNI provides ongoing training opportunities through: in-house workshops; "Essential Learning" web-based training; multimedia; and cross-agency and outside workshops. Training activity occurs weekly within the agency.

PROOF OF CERTIFICATION

After review of the THP-Plus policies of Family Care Network, Inc. outlined in the material submitted, I certify that Family Care Network, Inc. has demonstrated compliance with all THP-Plus program requirements, and is certified as a THP-Plus Provider for the County of Santa Barbara.

X 

Devin Drake, Deputy Director
Santa Barbara County DSS

X 5/13/16

Date

X 

Chris Farro, CWS ILP Coordinator
Santa Barbara County DSS

X 5/13/16

Date