

FIRST AMENDMENT TO CONTRACT BETWEEN COUNTY OF LAKE AND LAKE FAMILY RESOURCE CENTER FOR DIFFERENTIAL RESPONSE SERVICES

This First Amendment to Contract is made and entered into on the date executed herein below, by and between the County of Lake through its Department of Social Services, hereinafter referred to as "LCDSS", and Lake Family Resource Center hereinafter referred to as "Contractor"; collectively referred to as the "parties".

WHEREAS, Contractor has taken on additional responsibilities related to Differential Response Pathway 3, and

WHEREAS there is a need to update the compensation to reflect the addition of Path 3 Differential Response services, and

WHEREAS, there is a need to update the Scope of Services,

NOW, THEREFORE, the parties hereto agree as follows:

Page 1, Section 2, titled "Compensation" is hereby amended to read as follows:

"Contractor has been selected by LCDSS to provide the services described hereunder in Exhibit "A" (Scope of Services), incorporated herein by this reference. For the fiscal year period of July 1, 2023 to June 30, 2024, compensation to Contractor shall not exceed one hundred twelve thousand dollars (\$112,000). For the period of July 1, 2024 to June 30, 2026, compensation to Contractor shall not exceed one hundred thirty four thousand and two hundred dollars (\$134,200) per fiscal year

LCDSS shall compensate Contractor for services in accordance with Exhibit "B" (Fiscal Provisions), attached hereto and incorporated herein. Compensation to Contractor is contingent upon appropriation of federal, state and county funds."

Page 3, Exhibit A Section 1, titled "Description of Services" is hereby amended to read as follows:

- A. Pathway 1, Community Response Track: Lake Family Resource Center's (LFRC) Differential Response (DR) Program aims to engage families in a collaborative and supportive manner to address their needs and prevent the escalation of risks.
 - 1. Engaging the Family: LFRC's Differential Response program takes a family-centered approach. A trained Family Advocate engages with the family to establish rapport, build trust, and understand their unique circumstances and needs. The goal is to create a collaborative partnership between the family and the DR program.
 - 2. Strengths-Based Approach: The Community Response track focuses on identifying and building upon the strengths and resources within the family and the community. It acknowledges that families have inherent strengths that can be mobilized to address their Page 3 challenges. The Family Advocate works with the family to recognize and harness these strengths to promote positive change and support the family through successful achievement of their goals.
 - 3. Comprehensive Service Planning: The DR program, in collaboration with the family, develops a comprehensive family plan tailored to address the identified needs and goals. The plan may include a range of services and support, such as parenting education, counseling, skill-building programs, access to community resources, and assistance with basic needs. The services aim to strengthen protective factors, enhance family functioning, and reduce the risk of child maltreatment.
 - 4. Ongoing Support and Monitoring: The Family Advocate maintains regular contact with the family providing ongoing support, guidance, and assistance in accessing the identified services. Direct services are provided to the children and family with no less than two visits per month to the family's home. They act as a consistent point of contact and advocate for the family's needs within the community assisting in arrangement for services

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and providing transportation. The DR program closely monitors the family's progress, regularly reassessing their situation and adjusting the service plan, as necessary.

5. **Collaboration with Community Partners:** The Community Response track emphasizes collaboration with community-based organizations, service providers, and informal supports within the family's network. The Family Advocate connects the family to relevant resources and support, leveraging community partnerships to enhance the effectiveness of the intervention. This collaborative approach ensures that families receive comprehensive assistance tailored to their specific circumstances.
 6. **Evaluation and Outcome Measurement:** The Differential Response program evaluates the effectiveness of the program by tracking outcomes such as family engagement, improved Page 4 functioning, reduced risk factors, prevention of occurrence of child maltreatment. The evaluation process informs program improvement efforts and ensures accountability.
- B. Pathway 2 will encompass all strategies outlined in Pathway 1, with a coordinated partnership with Child Welfare Services (CWS) to increase the safety and protection of at-risk children. Pathway 2, Track:**
1. **LFRC's DR Program along with coordination from CWS will address cases where levels of safety concerns and an increased risk of child abuse and/or neglect is present. The coordination between CWS and LFRC's DR Program allows for a comprehensive and integrated response.**
 2. **Collaboration:** LFRC's DR Program will respond to pathway referrals within two to ten days to addresses the immediate safety needs while also identifying and addressing the underlying factors that contribute to child maltreatment risks and reduce further maltreatment. If directed, staff will respond jointly with a CWS Emergency Response (ER) Social Worker to address safety concerns in a deeply embedded and culturally appropriate coordinated approach. The DR program focuses on supporting the family's overall well-being, providing services and resources that address the underlying issues contributing to the safety concerns.
 3. **Information Sharing:** LFRC's DR program and CWS have a strong collaborative partnership, ensuring regular communication and information sharing. This includes coordinating and aligning services, sharing case information, assessments, and family plans to maintain a comprehensive understanding of the child and family's needs. Staff work closely to coordinate and align services, ensuring a comprehensive and cohesive intervention. This collaborative approach aims to protect the well-being of children while providing the necessary support to promote family resilience and prevent future incidents of child maltreatment.
 4. **Ongoing Monitoring and Support:** LFRC's DR Program, through the Family Advocate, will maintain regular contact with the family, offering ongoing support and assistance in accessing services identified in the case plan. This collaboration ensures that the family receives the necessary support to address both safety concerns and underlying issues.
 5. **Information Sharing:** To facilitate effective collaboration, DR program staff will provide services to the family jointly with CWS as directed or solely as the vendor agency. DR Staff will be trained in the universal practice, principles, and philosophy that guides CWS to ensure an understanding of each other's roles and responsibilities. This shared understanding enhances communication, cooperation, and coordination in addressing the complex needs of the family. LFRC's Differential Response Program will work with Lake County families to meet the basic needs of their children with the goal of reducing the risk of child abuse and neglect, ensuring the family is connected to community resources and supports, and decrease the likelihood that a family will have a re-referral, entry, or re-entry into the child welfare system.
- C. Pathway 3 includes all services provided via DR Path 1 and Path 2. However, by definition the issues identified for Differential Response Path 3 intervention are impacting families more than the identified issues**

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in Path 1 or Path 2 cases, and clear harm or risk has been noted. Therefore, DR services providers will have more frequent contact with DR Path 3 families in order to provide intensive services to mitigate identified risk factors and facilitate the creation of a safe home environment for the child(ren). When Path 3 services are being provided, there will also be an active CWS case relevant to the identified risks; DR Path 3 providers will work closely and meet regularly with the assigned CWS social worker and will coordinate with other CWS staff as needed to update CWS on the family's progress, and to ensure that the needed services are being provided. Additionally, DR Path 3 services may require a higher level of direct assistance from the DR Path 3 service provider (active assistance in clearing debris from living spaces, transporting clients to service appointments, coaching on life skills, etc.), and this direct assistance will be provided as needed to maximize the family's ability to mitigate the identified safety risks. Finally, Path 3 DR cases may require the purchasing of goods to assist families (replacement of broken windows, car parts, cleaning supplies, etc.); the cost of these supplies is included in the Contract and the service provider will utilize these funds appropriately and as needed to maximize the family's ability to mitigate the identified safety risks.

- D. Staff Trainings: DR staff will receive a multitude of trainings annually provided by Lake Family Resource Center, Child Welfare Services, and in collaboration with other community and state partners. Trainings will include but not limited to Mandated Reporter Training, Nurturing Parenting, Philosophy, Principles and Practices of the DR Program, the Protective Factors, Trauma Informed Practices, Motivational Interviewing, Cultural Competency and Diversity Training, Confidentiality Training, Data Collection and Documentation Training, Red Flags in Development, Home Visiting Safety, DV, and Substance Abuse. Trainings are ongoing to keep staff updated on best practices, emerging research, and any changes in policies or regulations related to the DR program.
1. Cultural Competency and Diversity: The DR Program has served Lake County families from diverse backgrounds since first receiving funding in 2008. Staff members understand and appreciate the diverse cultural values, beliefs, and practices of our participants, ensuring that the services provided are culturally responsive and sensitive to each family's unique needs. DR staff ensure that services and resources are accessible and culturally appropriate for families.
 2. Location of Services: Contractor's DR program provides services countywide. Services are provided in the family's home, in facilities operated by the agency, and in the communities where the participants reside. Staff maintain regular contact with key family members and provide a minimum of two face-to-face visits per month at times convenient for the family members, which may include before or after business hours.
 3. Service Activities: DR staff focus on identifying and resolving the reasons the family came to the attention of CWS. By building upon the strengths and resources within families and recognizing and leveraging existing strengths, staff members can help families develop and utilize their internal and external resources to address challenges, alleviate stress, promote competency and behavior to achieve positive outcomes while enhancing their childrearing abilities.
 4. Family Engagement and Empowerment: DR staff meet family engagement requirements and program goals by implementing various strategies and approaches that prioritize collaborative and meaningful engagement with families.
 5. Family Plans: DR staff develop comprehensive case plans that address the identified needs of families, on goal setting, service coordination, accessing community resources, and supporting families in achieving positive outcomes related to preventing the reoccurrence of child maltreatment. DR staff are flexible and adaptive in their approach to meeting the changing needs and circumstances of families.

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- 6. Comprehensive Data Collection: The DR program collects relevant data to measure program outcomes and assess the program's effectiveness. Data sources include client information, demographics, referrals, family plans, pre and post surveys, and observations during home visits.
- 7. Outcome Measurement: Evaluation of the impact of the DR program involves tracking key indicators such as changes in child safety, family functioning, service utilization, family satisfaction, and the reduction of risk factors associated with child maltreatment.

Except as specifically modified herein, all other terms and conditions of the original Contract shall remain in full force and effect.

Executed at Lakeport, California on _____.

COUNTY OF LAKE

CHAIR, Board of Supervisors

ATTEST: SUSAN PARKER
Clerk to the Board of Supervisors

By: _____

CONTRACTOR

Lisa Morrow

APPROVED AS TO FORM:
LLOYD C. GUINTIVANO

County Counsel

By: _____










LFRC-DR-CoCo-OK

Final Audit Report

2023-12-21

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