

**Department of Health and Human Services
COUNTY OF HUMBOLDT**

**Request for Proposals No. DHHS2022-03
High Fidelity Wraparound**

SUBMITTED BY

REDWOOD COMMUNITY SERVICES, INC.
A MENDOCINO, LAKE, AND HUMBOLDT COUNTY PROVIDER
631 South Orchard Ave.
Ukiah, CA 95482
Office: (707) 467-2010



RESHAPE • EMPOWER • ACCEPT • LEAD

www.RedwoodCommunityServices.org

“The following proposal contains proprietary information that Redwood Community Services requests are not released to persons outside County Government, except for the purposes of review and evaluation.”

1.0 Introductory Letter

EXPERIENCE

Redwood Community Services (RCS) is a 501(c)(3) non-profit organization, located in Mendocino, Lake, and Humboldt Counties, and began as a community-based foster care agency on the belief that there are no unwanted children, just unfound families. For more than two decades and in response to the increased needs of the vulnerable youth in our care, RCS diversified our services for youth, while expanding to serve adult clients as well. RCS has established additional programs and services including short-term residential therapeutic programs, a therapeutic youth empowerment camp, children's therapeutic services, Wraparound services, housing, and homelessness services.

QUALIFICATIONS

RCS demonstrates leadership in the Nonprofit human services sector. Our service portfolio exemplifies an ability to engage in and sustain innovative and evidence-based services for a variety of clients. RCS has provided Specialty Mental Health Services to children, youth, and families since 2002. Since 2010, RCS has provided High Fidelity Wraparound Services for Lake County Child Welfare and Probation Services. In, 2015 RCS began the process of training with National Wraparound Implementation Center (NWIC) to ensure services provided are the highest quality and the agency is accountable to the Wraparound Principles in all levels of the organization. This inclusion of Wraparound Principles can be found within all RCS youth serving programs and highlights the person-centered care provided to our clients.

VISION FOR THE FUTURE

Redwood Community Services believes in reshaping vulnerable lives through positive interactions, empowering communities for long-term success, accepting human connection, transforming relationships, and leading social change and community wellness. Our vision for the future is to continue to collaborate with our county departments and agency partners to establish programs where people feel seen, heard, and valued. In helping vulnerable populations realize their personal goals and connect to the community around them, we collectively build a caring, more productive society.

We look forward to the opportunity to continue to serve our community and grow our partnership through collaboration with Humboldt County Health and Human Services.



Respectfully submitted,

A handwritten signature in blue ink that reads "Victoria Kelly". The signature is fluid and cursive, with the first name and last name clearly legible.

Victoria Kelly, LCSW
Chief Executive Officer
Redwood Community Services, Inc.
Address: P.O. Box 2077 Ukiah CA 95482
Phone Number: 707-467-2010
Email: kellyv@redwoodcommunityservices.org

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3.0 Signature Affidavit

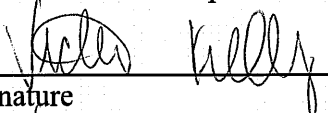
**REQUEST FOR PROPOSALS NO. DHHS2022-03
High Fidelity Wraparound Services
ATTACHMENT A – SIGNATURE AFFIDAVIT
(Submit with Proposal)**

REQUEST FOR PROPOSALS – NO. DHHS2022- SIGNATURE AFFIDAVIT	
NAME OF ORGANIZATION/AGENCY:	Redwood Community Services, Inc.
STREET ADDRESS:	631 South Orchard
CITY, STATE, ZIP	Ukiah, CA 95482
CONTACT PERSON:	Jolene Treadaway
PHONE #:	707-272-3506
FAX #:	707-462-6994
EMAIL:	treadawayj@redwoodcommunityservices.org

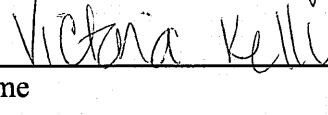
Government Code Sections 6250, *et seq.*, the “Public Records Act,” define a public record as any writing containing information relating to the conduct of public business. The Public Records Act provides that public records shall be disclosed upon written request, and that any citizen has a right to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

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

The undersigned is an authorized representative of the above-named agency and hereby agrees to all the terms, conditions and specifications required by the County in Request for Proposals No. DHHS2022-03 and declares that the attached Proposal and pricing are in conformity therewith.



 Signature



 Name

Chief Executive Officer

 Title

August 4, 2022

 Date

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

4.0 PROFESSIONAL PROFILE

A. ORGANIZATIONAL OVERVIEW

1. Redwood Community Services Inc. is a 501©3 Nonprofit, serving 3 counties in Northern California with Humboldt County services headquartered at 310 3rd St., Suite C Eureka, CA 95501. RCS Mission is Empowering Communities for Long Term Success. The agency is accredited by the Council on Accreditation, which supports RCS' dedication to meeting best practice standards, appropriately training staff, and ensuring that services are delivered with cultural humility. RCS is a licensed Foster Family Agency (Facility #125090023) and a certified Behavioral Health Services Agency, licensed with Department of Health Care Services to provide Specialty Mental Health Services to Medi-Cal Beneficiaries in Humboldt County. RCS employs 278 employees with 14 of those employees working in our Humboldt County Services. The agency has an annual operating budget of \$21 million.

2. RCS was founded in 1995 as a nonprofit foster family agency, and for 19 years RCS provided residential and mental health care for children, youth, and families with the express focus of providing a local option for rural communities to serve these children. In 2014, guided by our motto 'once an RCS kid, always an RCS kid,' Redwood Children's Services Inc. expanded our service scope to include adults and older adults, at which time we proudly became Redwood Community Services Inc. Since this time 8 years ago, the agency has grown to offer therapeutic day programs, youth resource centers, substance use disorder services, crisis services, transitional housing, and homeless services. RCS is proud to be accredited through the Council on Accreditation since 2015.

RCS is a community-driven organization that uses collaboration with public and private agencies, and County leaders to be the foundation upon which our children, youth, adults, and families build new futures, rewrite their stories, and move from surviving to thriving. RCS is committed to ensuring quality of services through data-driven planning, person-centric implementation, and strong performance quality improvement oversight for all service programming.

RCS effectively meets the needs of our consumers; addresses identified barriers associated with ensuring safe environments for the County's most vulnerable populations, while enhancing their lives and strengthening their natural supports. RCS' programs provide supportive services and activities that are committed to helping create lasting relationships.

For 12 years, RCS has provided High Fidelity Wraparound Services in Lake County, to children and youth experiencing or at risk of being placed in out of home placement due to their involvement in the Child Welfare or Juvenile Justice Systems. During the 12 years of service provision RCS has partnered with Lake County and Mendocino Counties to pilot 2 separate programs based on the principles of Wraparound. 1st in 2015 RCS began providing a truncated Wraparound style program called Family Wrap, that provided 6 -12 months of facilitation services in line with the 10 Principles of Wraparound, for families who had not met the qualifications for High Fidelity

Wraparound but could benefit from coordinated service delivery. 2nd in 2016 in partnership with Mendocino County RCS was the only rural provider to participate in the Residential Based Services pilot program. This program provided Wraparound style facilitation and expanded service benefits to children in residential care settings. RCS commitment to children, youth and families, and our dedication to the Wraparound Principles allowed the agency to support the development of these 2 programs that went on to inform the STRTP and family strengthening services provided in Lake and Mendocino County. Furthermore, RCS has contracted with Kern County to provide High Fidelity Wraparound Services for a child in an adoptive placement in Lake County.

RCS has no active or prior litigation cases related to the scope of services set forth in this RFP. RCS has never faced a fraud conviction. RCS is currently eligible to participate in public contracts within all areas of our service delivery. RCS has no violations related to local, state or federal regulatory requirements, and is the sole controlling and fiscal interest in all of its contractual dealings.

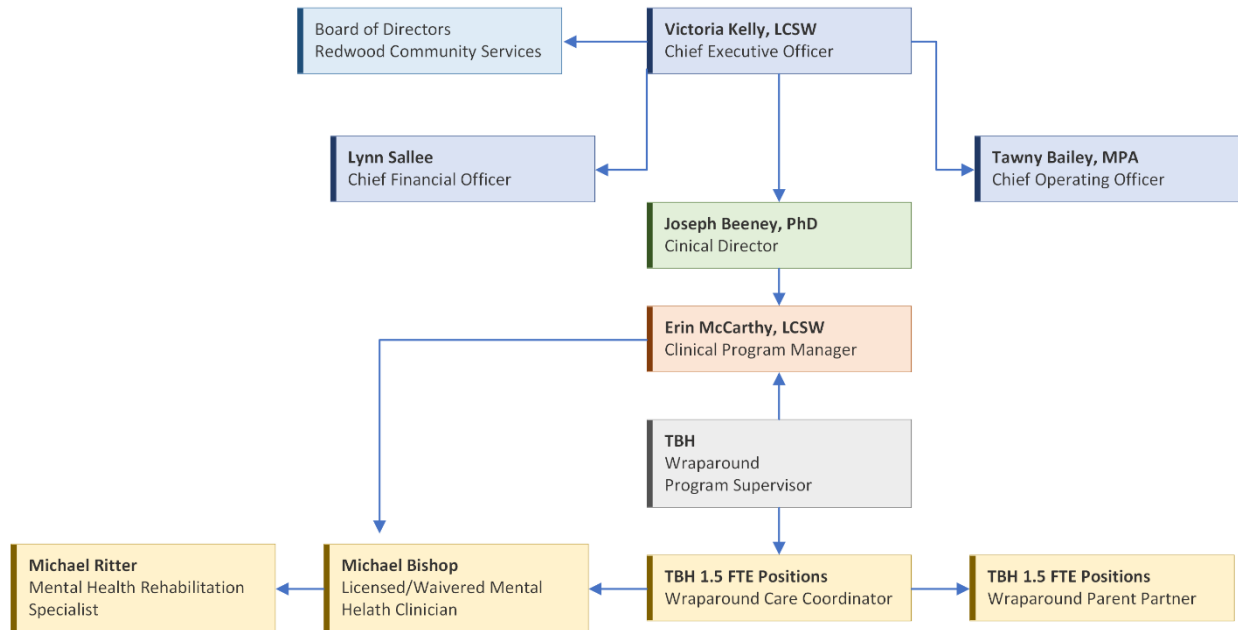
B. OVERVIEW OF QUALIFICATIONS AND EXPERIENCE

AGENCY LEADERSHIP

RCS Board of Directors provides oversight to the agency and all its programs, reviewing agency changes, progress, incidents, and other elements central to operating under the agency mission, vision, and goals.

The RCS Leadership team is made up of the Chief Executive Officer, Chief Operations Officer, Chief Financial Officer, Agency Directors, and Managers. The team meets regularly to review the operations of the agency, changes to staffing, program updates, incidents, policy changes, and financial needs, among other items. Every RCS program is supported by this Leadership team as well as by the agency's administrative support departments: Human Resources, Finance, Performance and Quality Improvement, Training, Maintenance, Information Services, and Development. This administrative support is integrated into the operations of each program. Humboldt County Services are overseen by our experienced team of leaders. Diagram 1. depicts the general organizational chart for Humboldt County leadership, and the relationship to the providers for Wraparound Services.

Diagram 1.



LEADERSHIP DESCRIPTIONS

VICTORIA KELLY • Chief Executive Officer • Licensed Clinical Social Worker (LCSW)

With more than 15 years of experience in the behavioral health and social services field, Redwood Community Services' Chief Executive Officer Victoria Kelly utilizes a hands-on approach to guiding her programs towards success. Blending new ideas with agency norms, Victoria utilizes out-of-the-box and innovative thinking to create cutting edge program philosophies. Founder of the Redwood Community Services Youth Empowerment Camp and specializing in community based social service programs, Victoria is an advocate for meeting youth and families where they are at and developing program models that support family voice and choice. As RCS CEO Victoria is responsible for the visionary leadership and financial well-being of the agency. She utilizes the full breadth and depth of the leadership team to ensure RCS services are mission driven and there is a shared vision among staff and programs.

JOSEPH BEENEY • Clinical Director • Licensed Psychologist (PhD)

Dr. Joseph Beeney is a dynamic clinical practitioner, researcher, and team leader in clinical psychology with specialization in treating personality disorders in adolescents and adults. Joseph brings extensive experience in diagnostic assessment with focus on differential diagnosis and rich case-conceptualization to his oversight of services at RCS. He is trained in multiple evidence-based therapies including Transference Focused Psychotherapy (Personality Disorders), Dialectical Behavioral Therapy (Borderline Personality Disorder), Cognitive Behavioral Therapies (Depression and Anxiety Disorders), Interpersonal Therapy (Depression), Motivational Interviewing (Substance Dependence), Mindfulness and Meditation-Based approaches. Joseph is a consistent and kind clinical supervisor with the ability to supervise a multitude of direct practitioners and provide supervision of clinical supervisors. Joseph has

managed clinical research labs, outpatient and residential behavioral health treatment services focused on serving children, adolescents, and adult populations. As Clinical Director Joseph's primary role is to direct the BHS program at all sites by performing supervisory and clinical functions personally or through subordinate supervisors. Joseph ensures quality of service delivery through the implementation of training, and monitoring of service delivery to and outcomes for clients.

ERIN MCCARTHY • Clinical Program Manager • Licensed Clinical Social Worker (LCSW)

With two decades of experience in the human services and social work fields, Erin joins RCS with invaluable experience and insights into the lives of children, youth and families. Having provided child advocacy, research, medical social work, Erin came to the clinical social work field with a depth of knowledge and understanding of the variety of human experiences. She applied this knowledge as she practiced therapy with a variety of clients across the lifespan. Erin is a strengths-based leader, who has a proven track record of developing outcomes-oriented teams. As Clinical Program Manager for our Humboldt County Programs, Erin is responsible for overseeing clinical services and the coordination of services focusing mainly on therapeutic, rehabilitation, and residential care. Monitors outcomes and productivity targets of programs, as well as income and is responsible for ensuring the financial well-being of all programs.

KEY PERSONNEL DESCRIPTIONS

Wraparound Program Supervisor (To Be Hired)

Plans, directs, coordinates, and participates in supervision and activities of Wraparound programs & personal including Mental Health Rehabilitation Specialists by implementing the programs mission, and utilizing policies and procedures created for its success. Coordinates intakes to Wraparound Program. Orients families to the Wraparound team approach; obtains permission for service and release of information forms. Assure Wraparound services are provided by team in ways that promote strength-based assessments, family decision making and consensus building. Leads wraparound services in line with high fidelity standards by completing regular assessment tools, and supervision metrics to ensure the highest quality services are provided to clients. Reviews and submit required billing forms, reports, and other records prepared by support staff for clarity, completeness, accuracy, and conformance with agency policies. Through individual and group supervision ensures collaborative development, periodic review, and revision of a service coordination plan, including a proactive safety/crisis plan.

Care Coordinator (To Be Hired)

Responsible for coordinating and developing family-centered teams, whose goal is to meet and assess individualized needs of children and families by utilizing and implementing the services available in the community. Meets with families to orient them to the wraparound team approach; obtains permission for service and release of information forms. Convene Child and Family Team meetings for purposes of establishing and modifying the Family Care Plan. Assure strength-based assessments and promote family decision making and consensus building.

Reviews and submits required billing forms, reports, and other records prepared by support staff for clarity, completeness, accuracy, and conformance with agency policies. Must have one of the following: Bachelor of Social Work (BSW), Or Bachelor's degree (BS), Master's degree (MA) in social science related field; and at least two years related experience and/or training; or equivalent combination of education and experience and/or Licensed or Intern with BBS. Specialized knowledge and understanding of at-risk youth involved in multi-service systems of care. Previous Wrap-around experiences a plus.

Parent Partner (To Be Hired)

Provided active, hands-on peer support to parents/ caregivers of youth receiving services. Effective peer support should be friendly, helpful, accessible, and flexible. Teaches skills for parents to be able to effectively participate in the Wraparound Process. Builds hope for family and client. Effectively/professionally connects with client/family on a personal basis to build trust with client and family. Education and/or Experience 1. Must be the biological, adoptive, kin parent, or non-related family member of a youth with emotional or behavioral challenges or has had systems experience with their child in a child serving system. 2. Must have life experience as the parent of a youth with emotional or behavioral challenges. Education in social services is optimal, but not necessary.

MICHAEL BISHOP • Waivered Mental Health Clinician • AMFT

Michael comes to RCS with a passion for working with people. After earning a bachelor's degree in psychology with an emphasis on human development, Michael utilizes a master's degree in psychotherapy to provide clinically based services at RCS. As a therapist and father, Michael has a personal understanding of the value of WRAP around services for children and families. Since 2017 Michael has supported a variety of clients in Humboldt County through various aspects of WRAP services, including case management, individual and family therapy in addition to consulting and collateral services. As a clinician working with Child Welfare Services and Humboldt County Juvenile Hall, Michael values the family centered approach and goal directed nature of WRAP services in keeping families moving forward and staying together. As a future component of a WRAP team, Michael sees the client centered process of shaping relationships and services to meet the needs of families through the WRAP model, in addition to empowering our clients to do the same for others.

MICHAEL RITTER • Mental Health Rehabilitation Specialist •

Michael comes to RCS with both passion and the willingness to pursue change within his community. Michael has over six years of experience working with youth in diverse communities throughout Humboldt County. Michael uses Motivational interviewing, Collaborative Problem Solving and aspects of Practice Wise to bring the best services to the clients he serves. Michael has had two years of experience of Wrap Around services in his

previous role and will bring that experience to the WRAP team in shaping relationships and services to meet the needs of families and youth.

SERVICE PROVISION EXPERIENCE

With a keen understanding of our communities, service populations, county governments, and a focus on community wellness and staff success, RCS has built a portfolio of service options that best serve our most vulnerable populations.

Foster Family Agency (FFA) • Mendocino | Lake | Humboldt

Redwood Community Services has been providing foster care services since its incorporation in 1995. Our Foster Care programs are designed to create a supported living environment for youth in the foster care system. Youth are placed with approved resource families, who are educated through a multi-faceted training program to prepare them for meeting the social, emotional, and behavioral needs of the youth in their care. To address the differing needs of the children and youth within the foster care system and the complexity of family dynamics, Redwood Community Services offers an array of foster care options.

Behavioral Health Services (BHS) • Mendocino | Lake | Humboldt

Redwood Community Services established a counseling center in 2002 to improve the lives of children, youth, and families in our community through supportive and intensive services, including individual, family, and group therapy. The counseling center program has evolved into the Behavioral Health Services (BHS) program that it is today, offering specialized therapeutic and behavioral services to youth, adults, and families across the lifespan.

Skill Building and Empowerment Services • Mendocino | Lake

Redwood Community Services provides several different skill building, and empowerment service programs designed to assist our clients with their ultimate success. From resource centers established in 2008 to employment services established in 2010, Redwood Community Services is committed to providing our young adults with every tool for success.

Transitional Services • Mendocino

Redwood Community Services' Transitional Services continuum provides a supportive environment for youth to grow into adulthood and for adults to learn skills necessary to maximize their independence. With several programs first established in 2004, we strive to meet the needs of our clients while supporting a positive independent lifestyle.

Short Term Residential Therapeutic Program (STRTP) • Mendocino County

Since 1997 RCS has provided community integrated group living programs serve female and male foster youth in need of a higher level of care. Each program provides 24-hour staff supervision and trauma informed care in a home-like atmosphere. Each program is a 3-bed home that integrates youth into public schools and participate in community activities. The ultimate goal of our integrated group living programs is to empower youth to have a voice and choice in their plan of care to decrease barrier behaviors to transition to a family, a Resource Family or transitional programs such as Steppingstones.

Crisis Response Services • Mendocino

Finding the way to wellness and recovery during times of crisis is not always easy. Redwood Community Services implemented a crisis response team in 2013 and is currently the sole provider of emergency crisis response in Mendocino County.

Homeless Services • Mendocino | Lake

Redwood Community Services homeless services has provided transitional housing, housing navigation services, emergency shelter, day resource center, and permanent housing resources since 2018. RCS aims to support those facing and living in a housing crisis with a compassionate, person-centered, Housing First approach, focusing first and foremost on housing needs and supporting people with navigating barriers to housing.

Substance Use Disorder Services • Mendocino | Lake

Redwood Community Services provides an integrated system of community-based substance use disorder prevention, intervention, counseling, and recovery services that embrace a well living model in order to promote healthy, safe and thriving families throughout the community. Opening in 2014 RCS recognized the significant need for quality SUDS services for a continuum of clients from adolescents and young adults to pregnant and parenting women.

Family Social Services (WRAPAROUND/BHS) • Mendocino | Lake

Our goal is to strengthen families and empower our community's most vulnerable children by building a healthy and whole community, one child and one family at a time. We believe that through staff commitment and by providing a sense of community, we will assist our youth to develop healing relationships. Redwood Community Services strives to help our children gain power in their lives, believe in themselves, and ultimately trust others enough to give and receive love.

RCS has provided children and youth in Lake County with Wraparound Services since 2010. During our tenure RCS has enhanced our service delivery to provide high fidelity Wraparound in the most accessible way for our clients. Since June 2015, RCS has provided Wraparound to 197 children, youth, and their families, and currently have 9 families active in the program.

Redwood Community Services has supported sixty-nine(69) families through the Wraparound process since 2018 in reaching their goals and moving toward stability within the family system. These families were able to successfully create sustainable plans with the support of their Wraparound team, most were able to successfully close their Child Welfare and/or probation cases shortly after graduation from services.

During the COVID-19 Pandemic RCS has remained committed to quality services and has seen the successful completion or closure of all assigned Wraparound Cases.

EVIDENCE-BASED TRAUMA INFORMED CARE

RCS believes that children and their families are resilient and capable of overcoming extraordinary adversity when they have a voice, are part of the team, are treated with respect, and receive individualized services through a variety of industry proven practices. Using evidence-based treatment models, our mental health services, Wraparound facilitation, and training ensure that the identified objectives are in alignment with the philosophy of harm reduction and trauma-informed care, are strengths-based, and highlight diversity and the strengthening of relationships.

- Trauma-Informed Care | Redwood Community Services looks at trauma-informed care across all aspects of organizational function. Utilizing our understanding of trauma, we recognize that many of the youth’s behaviors are a natural response to the extreme adverse experiences they have faced, and we are able to look beyond the behavior and gain clinical insight into each individual youth’s needs. RCS adopts “universal precautions” when working with consumers and their families, meaning that we assume a trauma history is present with all individuals we interact with and interact with them in a trauma-informed manner.
- Recovery Oriented | A recovery-oriented approach means that RCS believes each person is unique and should be supported to make their own choices, listened to and treated with dignity and respect. Each person is the expert of their own life and support should assist them to achieve their hopes, goals, and aspirations. Recovery will mean different things to different people.
- Strengths-Based Services | RCS programs focus on the youth and family’s strengths and assist them in their areas of need so that they may reach their full potential. RCS is deeply rooted in the belief that building positive, nurturing, and consistent relationships with youth and families is one of the strongest agents of change.

FISCAL AND ADMINISTRATIVE MANAGEMENT

As the contractor, RCS will provide program and fiscal management, employ staff (Attachment 5 primary roles Resumes/Job Descriptions), and manage data management and outcome tracking requirements.

RCS has developed a Performance Quality Improvement system which includes written and reviewed policies and procedures as well as a Performance Quality Improvement (PQI) Plan. The PQI Department ensures that staff are trained in improving service delivery and documentation. The PQI team and management staff actively monitor staff performance in service delivery and documentation, utilization, and chart review. Each client that is served through Wraparound has an electronic and hard copy file containing all necessary documents included but not limited to

- Signed Consents
- CANS Scoring
- Safety Plan
- Family Story
- Plan of Care
- Wrap CFTM Notes

Client charts are maintained for a minimum of 10 years after the close of services. Based on the contract agreement RCS will provide the County with monthly reports that include all required demographic and outcomes measures.

RCS recognizes our employees as the most valuable resource in our organization. RCS Human Resource Department is responsible for managing all matters related to employees including recruitment, on-boarding, monitoring of training and professional licenses, and compliance with related policies and procedures. At a minimum all RCS staff must complete fingerprinting with the FBI, DOJ and Child Abuse Index, training related to mandating reporting, cultural competency and humility, and trauma informed care. A list of trainings specific to Wraparound Program Staff is found in 7.0 Supplemental Documentation.

RCS maintains a fiscal management system that conforms to the General Accepted Accounting Principles and County State and Federal regulations to ensure the accurate reflection of fiscal transactions with necessary controls and safeguards, source documents for all fiscal transactions, independent tracking of expenditures for individual programs and departments, and maintenance of appropriate checks and balances. The finance department ensures the accurate and timely billing of services as recorded by direct service staff and reported by the PQI Department. Through an annual review process, the RCS Board assesses adherence to established fiscal policies and procedures and revises them as needed. Financial staff receive ongoing training to ensure their capacity to respond to changes in economic conditions and technological advances.

Detailed Policies regarding the fiscal and operations management of RCS are available upon request.

MEETING THE OBJECTIVES OF PROVIDING HIGH FIDELITY WRAPAROUND

RCS stands as a champion for and provider of high-quality services to children youth and families. Our agency has systems to support the rigorous service standards expected to bring about quality outcomes for our clients. Our agency training, supervision standards, and regulatory review processes, ensure that expectations set forth by contractors will be met to the highest degree.

Training | RCS enacts an 80-hour New Hire Orientation for all employees. This training encompasses group, individual, self-paced, and guided training modalities, to ensure employees are prepared to provide the best possible service to clients' from the moment they begin work. In addition to NHO, all RCS Wraparound staff participate in a 3 day in house training on Wraparound Implementation Best Practices, and ongoing training provided through UC Davis Extension Wraparound Program.

Supervision | RCS has a minimum 1-time monthly individual supervision, with an expectation of supervisors to meet with staff weekly. Supervisions are individualized to employee strengths, collaborative and documented using upward feedback to ensure the understanding of expectations by both employee and supervisor. Furthermore, all RCS departments are required to meet a minimum of 1 time monthly to review agency policies and procedures, safety protocols, and discuss programmatic successes and needs. These supervision tools allow staff to feel supported by leadership, leadership to have a deep awareness of the daily activities within programming, and clients to benefit from the shared knowledge of all RCS employees.

Regulatory Review Process | All Wraparound Charts are maintained by an analyst, who updates documentation in real time, and audits monthly for compliance to all agency and governmental standards. These charts are reviewed semi-annually by the RCS Performance Quality Improvement Team. Programs are provided with regular feedback from these audit processes to ensure all elements of service delivery and documentation are being held to appropriate standards.

RCS' experience, consistency in service provision and monitoring, and the ability to partner with public and private entities prepares the agency to bring forth the highest quality Wraparound Program for Humboldt County children and youth.

5.0 PROJECT DESCRIPTION

A. DESCRIPTION OF SERVICES

Scope of Services

Redwood Community Services Wraparound Program is a dynamic process of planning, implementing, and coordinating services and supports to improve the lives of youth and families with complex needs. The Wraparound process is founded on four key elements

Grounded in Strengths

Determined by Families

Driven by Individualized Needs

Supported by an Effective Team Approach

It utilizes both informal and formal supports and community resources, and always includes a plan for step down and transition from formal services. All services are provided in line with the Ten Principles of Wraparound (Attachment 1 Page 16) RCS' Wraparound program provides Wraparound services per regulations set forth in California Welfare and Institutions Code Sections 18250-18258 and Welfare and Institutions Code 4096.6. Service activities include but are not limited to

Referral and Intake: Wraparound support and services are voluntary, and participation should never be mandatory for youth and families. After potential youth and families are identified they are contacted within 72 hours of receiving the referral, and if the family accepts the services an initial meeting is scheduled to discuss the parameters of the Wraparound program, complete a consent to treat, and Release of Information for all parties involved in the youth and family's life.

Engagement: The care coordinator meets with the youth and family to gather information to get to know the youth and family through development of a family story. The family story focuses on the strengths the family possesses as well as how they have worked through challenging situations in the past. The care coordinator also works with the family to begin to identify potential team members and to recruit team members to formally participate in the Wraparound process as a support to the child and family team.

Safety Planning: Safety Plans (Attachment 2 Page 17) are created upon initiation of Wraparound services that look at addressing safety challenges and the reason for referral to Wraparound. It includes triggering events as well as action steps and resources for before, during, and after a safety challenge. In addition, it includes a call list of phone numbers and resources that may be utilized by the family. A copy of the Safety Plan is given to the family and team members who are included in the safety plan. No person has action steps in the safety plan unless they have been contacted and agree to do so.

Parent Partner Support: A parent partner is assigned to each family participating in the Wraparound program. A parent partner has lived experience of having a child or family member involved in one or more systems of care. The parent partner works side by side with the parent/guardian as a means of support and promotes parent engagement in the Wraparound Child and Family Team meetings and helps parent/guardian to find their voice in advocacy for their youth and their own needs. Parent Partners are also skilled in parenting resources and skill development and can help with education and tackling difficult behaviors of children/youth.

Intensive Care Coordination: Provided by a Wraparound facilitator (Care Coordinator) who is trained in the wraparound process and utilizes Intensive Care Coordination (ICC). ICC is an intensive form of case management that facilitates assessment of care planning for, and coordination of services for children, youth, and families. The Wraparound facilitator serves as the single point of accountability and seeks updates from all formal and informal team members to assess progress toward Wraparound goals, action steps, and family well-being.

Plan Development: A Wraparound Plan of Care (Attachment 3 page 19) is updated at minimum monthly and includes action steps that are assigned to team members in between Child and Family Team Meetings. The plan of care is a running document that is updated to reflect progress and changes. The Plan of Care encompasses all plans from all Agency supports and creates actionable steps for each team member to take part in the team process. The Plan of Care also encompasses the team mission, family vision, youth and family underlying needs and outcome statements.

Skills Coach: A skills coach is assigned to youth participating in Wraparound that are also open to Behavioral Health Services with Redwood Community Services. This is a person with education and/or experience in the field of youth mental health, that aids youth in engaging in services and practicing coping skills previously learned in a therapeutic environment. The skills coach also offers support during the Family and Team Meetings to ensure the youth's voice is represented and heard.

Wraparound Child and Family Team Meetings: Wraparound family team meetings occur at minimum monthly, and are made up of youth, their family, the Wraparound team, and the families formal and informal support system. The team meeting addresses any current challenges or behaviors and assesses the effectiveness of the Plan of Care in addressing documented concerns. This interactive, family focused, strength-based team is creative and dynamic in producing strategies to meet the underlying needs of the youth and family. A team meeting can be called at any interval depending on need and must be called within seventy-two (72) hours of a safety challenge being encountered.

Community Activity Engagement: Youth and families are supported in identifying community activities that encourage pro-social behaviors as part of the strategies created in the Plan of Care, barriers to participation are addressed, and strategies to make activities sustainable for families are implemented. The effectiveness of community and prosocial activities are assessed at minimum monthly and adjusted as needed.

On-call response: On-call support and response is available 24/7, 365 days a year. Families and youth call a central call number and are immediately connected with a Redwood Community Services staff member who has access to their Wraparound Plan of Care and Safety Plan and can help the family or youth to navigate an immediate crisis by utilizing their identified tools and supports. If an in-person response is required, the on-call staff member notifies the on-call supervisor of the need and ensures safety of the situation prior to physically responding. The staff will use crisis de-escalation skills to respond to the incident and help the family safety plan. Once a situation is de-escalated the appropriate governmental agency is notified of the crisis and steps to mitigate the current dangers and safety plan for the future.

Counseling: All youth and families with Medi-Cal who do not have established counseling services are referred to counseling through RCS. Counseling services include individual, family, and collateral therapy, mental health rehabilitation, group rehabilitation, and therapeutic behavioral services as needed.

Transportation: Transportation is available to youth and their families for any formal or informal appointments. Transportation services include rides given by an identified member of the Wraparound team or an RCS administrative support staff. Families may also be given monthly bus passes and/or gas vouchers; all transportation supports are discussed and decided, if necessary, through the team decision making process.

Family Budgeting: Wraparound recognizes that a leading stressor for families is financial need. The parent partner or other members of the Wraparound team meet with the family to create

a Family Budget (Attachment 4 page 22) for all family expenses. The team works with the family to maximize incoming funds to create a budget that meets the family's financial need.

Phases of Wraparound

Engagement and Team Preparation (1-2 weeks): This phase includes orienting the family and youth to the wraparound program, addressing legal and ethical issues, stabilizing any immediate crises, facilitating conversations with the family and child, and engaging other team members.

Initial Plan Development (30 days): This phase involves developing an initial plan of care and a crisis/safety plan, completing necessary documentation, and addressing logistics. It is completed in one or two meetings that take place over the course of one to two weeks. Program staff focus on building trust and mutual respect between the wraparound team, the child, and their family.

Implementation (Determined by the needs of the family): This phase focuses on implementing the action steps laid out in the initial plan of care. Activities also include monitoring, evaluating, and revising the plan, including celebrating successes and addressing issues of concern. This phase concludes when the team achieves their initial goals, and the youth no longer requires formal wraparound services.

Transition (2-6 months): In this phase, the team develops a plan to facilitate a purposeful transition out of formal wraparound to a mix of formal and natural supports in the community.

Identified Populations and Service Locations

RCS is committed to begin providing services detailed in this RFP and required by Humboldt County by November 1, 2022. RCS has experience providing Wraparound Services to children, youth, and their families between the ages of 0 and 17. An appropriate referral for Wraparound level of services is a child or youth with severe emotional, behavioral, or mental health difficulties and their families where the child/youth is in, or at risk for, out-of-home, institutional, or restrictive placements, and involved in multiple child and family-serving systems (e.g., child welfare, mental health, juvenile justice, special education).

RCS has a strong belief in providing services to families in the most comfortable settings for the family, such as homes, schools, and throughout their connected community. We believe engagement in a family's community is critical to success when working in community-based programs. Staff hours will be flexible and dependent around the needs and availability of the family. RCS is committed to providing 24-hour support through flexible Wraparound staff availability and the on-call system. RCS' Wraparound Program will provide services throughout Humboldt County, including but not limited to Hoopa, Trinidad, McKinleyville, Arcata, Eureka, Fortuna, Ferndale, Rio Della, Petrolia, Redway, Garberville, etc.

Developing and Maintaining Community Supports

RCS is an engaged community service organization with partnerships that span the public, private, health and human services sectors. These partnerships allow RCS to be informed of the most up to date resources for children/youth and families receiving services and allow for collaboration on large scale innovative and sustainability projects to ensure programs receive diversified appropriate supports. The Wraparound team maintains an active resource list of community resources for ease of reference and makes consistent contact with agencies and lead staff to ensure the most up-to-date information regarding service availability is provided to families participating in the Wraparound Process.

Service Capacity

California Evidence Based Clearinghouse for Child Welfare details the benefits of small caseloads for ensuring the desired outcomes for children/youth and their families in the Wraparound Process. RCS provides a high-fidelity Wraparound program to children/youth and their families, to ensure this level of service consistency RCS provides a maximum Wraparound caseload of ten (10) children/youth at any given time. RCS proposes providing 2 caseloads of 10 clients each for 20 clients serviced within the Wraparound Program. RCS would build services starting with 1 caseload of 10 and building to the 2 caseloads by the end of year 1 of the project funding period. To operate Wraparound successfully RCS requires to maintain an average nine (9) children/youth per month per caseload.

Permanency Safety and Wellbeing

Redwood Community Services (RCS) believes that all children deserve a place to call home. In providing Wraparound services, RCS works with vulnerable youth and families identified by Child Welfare Services and Probation Services to create permanency, and ensure the safety, and wellbeing of children/youth and families. There are three over-arching elements of the Wraparound Process that reach permanency, safety, and wellbeing

Voice and Choice	Families are heard, understood, provided with autonomy in the team.
Ownership	Families have ownership of the planning process and partnership with team members.
Access	Families have access to team decision making and community resource.

Permanency is having physically and emotionally safe and secure relationships within the context of a family and multiple relationships with caring adults. Permanency as an outcome is different for each family and youth and can be helping a youth remain in their family home of origin, assisting youth in returning to their family home of origin or a supportive family environment, and in some instances supporting them in their transition to independent living. Permanency is achieved through the family's identified team of formal and informal supports working together under the facilitation of the Care Coordinator in alliance with the Parent Partner and Skills Coach to use family and youth's strengths to address their underlying needs.

Safety is an integral part of achieving permanency and wellbeing for children and families in the Wraparound Program. There are multiple elements embedded in the Wraparound Program to ensure safety is achieved and maintained. All Wraparound staff and providers are mandated reporters of child abuse and neglect and receive training annually. Safety Planning is a primary step to the Wraparound Process happening in phase one. Families also have access to on-call support during any crisis or safety challenge. Emergency WCFT within seventy-two (72) hours of a crisis event to review where the plan of care did not work well and identify strategies to replace or add to the area in the plan that led to the unsuccessful event. Wraparound believes that ‘families do not fail, plans fail’ and the team continues to persevere until a successful, strategic, and individualized plan has been crafted for each family. Psychological safety is created by the Wraparound team through the creation of a shared mission, agreed upon ground rules and being strengths-based.

Wellbeing describes the belief that ‘children deserve caring homes in which their physical, mental, educational, and social needs are met.’ Wraparound seeks to work with youth, families, and their formal and informal supports to create a plan that creates a home environment in which all their needs are met. The team works to identify underlying needs of the youth and their family and then creates strategies to meet those underlying needs. The team is tasked with thinking, outside-of the box, determining what opportunities exist, or experiences could take place that would help a child/youth/family to meet any unmet needs they may have or encounter. The family is tasked with delineating which strategies they think may be most successful for themselves. In addition, as part of Intensive Care Coordination, the Care Coordinator pulls together professional supports to assess needs in all areas of life including, but not limited to, the child’s teacher, social worker, probation officer, Redwood Coast Regional Center, therapist, mental health rehab worker, substance use disorder counselor, doctors, and any other providers involved in the family system. This team joins a team of the family’s informal supports and creates a single plan that is encompassing of other family plans and is action oriented.

Outcome Improvement Goals

The tenth principle of Wraparound is Outcome Based. As part of living out this principle the team ties the goals and strategies of the wraparound plan to observable or measurable indicators of success, monitors progress in terms of these indicators, and revise the plan accordingly. Progress is tracked at minimum monthly by report of members of the Wraparound Family Team including self-report of the caregiver and child/youth.

RCS’ Wraparound Program tracks data points that reflect the progress each family is making throughout their participation in the Wraparound Process. Items tracked include:

- Phase of Wraparound Process
- Number of Crisis CFTM
- Service hours provided to family
- Changes in family budget
- Number of Wraparound CFTM
- School Attendance

- Number of Community Supports Engaged
- Child and Adolescent Needs and Strengths Score
- Make up of Wraparound team (i.e., how many natural supports)

Data is tracked continually and reported with referral party monthly with other required information including Plan of Care.

At even intervals throughout the Wraparound process, team members including youth and family are administered the Wraparound Fidelity Index (WFI) a standardized survey that provides feedback from families participating in the Wraparound program. These surveys are administered at six, twelve, and eighteen months of engagement in the Wraparound Program.

The overarching goals of the Wraparound Process are to

- Maintain children with highest levels of mental health and related needs successfully and safely in their homes and communities
- Improve functioning across life domains
- Decrease out-of-home placements

To track these outcomes successfully RCS will need to work with referral parties through the Inter-agency Placement Committee and structured agency meetings to ensure that the appropriate children/youth are being identified for referral. That children and youth can improve their overall functioning and decrease out of home placements.

B. QAULTY ASSURANCE CAPABILITIES

Addressing and Breaking through Service Barriers

Wraparound is an active and individualized team-based planning process, as such it is the practice of RCS to address barriers to access and engagement in services, as well as solutions to those barriers through the team process. As barriers are individualized RCS is prepared to address any combination of concerns the family or referring agency has in the delivery of Wraparound services, however, common barriers RCS encounters within the Wraparound process include:

Cultural Responsiveness: Each youth and family participating in Wraparound has their own culture and beliefs. A barrier to engagement can be the fear that these important personal characteristics will be overlooked or undervalued in the Wraparound process. To mitigate these fears RCS will maintain cultural humility and hire multi-lingual qualified staff. RCS will utilize culturally appropriate documents. The Wraparound Care Coordinator uses appreciative inquiry during pre-planning to learn about the youth and family’s culture and beliefs and to ensure culturally appropriate formal and informal stakeholders are present at team meetings.

Goal and Role Clarity Within the Wraparound Family Team: There is considerable evidence that a lack of knowledge of roles and responsibilities can cause youth and families to experience tension within the Wraparound process. To mitigate this an established set of group

agreements are created for each Wraparound Child and Family Team (WCFT). The roles of each team member and why they are on the team are clearly outlined and reviewed at each WCFT Meeting. Team members are taught to uphold personal and professional boundaries and to ask for help when they cannot achieve a task or goal individually.

Time Constraints and Process Barriers: The Wraparound Process is individualized to meet the needs of each family, however, there are instances when a particular youth or family goal cannot be met within the programmatic time constraints. In these instances, the Care Coordinator uses the team decision making process to create a plan that best suits the individualized needs of the youth and family to meet the goal. This could be requesting an extension, shortening service provision timelines, or creating a sustainable plan using natural supports to help the family to continue to reach their goals beyond the end of Wraparound.

Professional Team Member Skillset Variability: To ensure Wraparound Program staff are delivering services with consistency and to the highest quality RCS invests in training, performance, and quality improvement at all levels of service delivery from administrative and fiscal monitoring to individual staff performance. This is achieved through standardized training practices, active observation of service delivery, and the collection and monitoring of youth and family feedback using the Wraparound Fidelity Index- EZ (WFI-EZ).

Lack of Collaboration Among Participants: RCS Wraparound Program views communication and collaboration as an active process. When there is a barrier to a team member collaborating or an issue between two team members (i.e., a youth and caregiver) it is the responsibility of the team to use the facilitation process to address and mitigate these barriers. This is done through planning and reviewing of supports.

Collaboration and Interagency Coordination

The Wraparound Process requires the Care Coordinator to facilitate regular transparent communication with all service providers involved in the child/youth and family’s formal support network, for the purpose of monitoring progress and addressing barriers. RCS Wraparound staff propose regularly scheduled meetings (schedule below) with DHHS for care coordination, progress and placement review and ensure communication is happening at all levels of the service delivery system.

Meeting Title	RCS Wraparound Staff	Partner Agencies	Frequency
Care Coordination	Care Coordinator, Parent Partner, Supervisor	CWS, Probation	Bi-weekly
Interagency Placement Committee	Manager, Supervisor	CWS, Probation, LCBHS, LCOE	Monthly
Directors Meetings	Clinical Director	CWS, Probation, LCBHS, LCOE	As Needed

Strained Relationships: Professionals from the various County or Community-Based agencies and other teams’ members may come to the Wraparound Process with historical relationships.

It is a value of RCS to be transparent in all relationships and address concerns when they do arise using strengths-based communication. Wraparound staff are trained to be overly communicative, inquisitive, and supportive in collaborating with partners to repair any relationship strains that may arise and allow space for other team members to do so as well. When these barriers are persistent RCS Program Manager and Clinical Director will call a meeting with governmental leadership to identify plans to resolve the potential challenges.

6.0 Cost Proposal

REQUEST FOR PROPOSALS NO. DHHS2022-03

High Fidelity Wraparound Services ATTACHMENT B – COST PROPOSAL FORM (Submit with Proposal)

Itemize all costs that will be incurred by the County for the provision of Services set forth in RFP No. DHHS2022-03. Price Quotes shall include any and all costs associated with the provision of such Services. A narrative should be attached to clarify any pricing data submitted.

A. Specialty Mental Health Service and Rate	
Service Title: Intensive Care Coordination Per Minute Rate: \$3.00 Number Served: 20 Minutes per Person: 2046	122,760.00
Service Title: Case Management Per Minute Rate: \$3.00 Number Served: 20 Minutes per Person: 357	21,420.00
Service Title: Therapy (Individual, Family, Collateral) Per Minute Rate: \$3.13 Number Served: 20 Minutes per Person: 546	34,180.00
Service Title: Mental Health Rehabilitation Services Per Minute Rate: \$3.13 Number Served: 20 Minutes per Person: 951	59,533.00
Service Title: Assessment and Plan Development Per Minute Rate: \$3.13 Number Served: 20 Minutes per Person: 433	27,106.00
Total Specialty Mental Health Service Costs:	264,999.00
B. Personnel Costs	
Title: Clinical Director Salary Calculation: .01 FTE x \$150,060 annually (inclusive of benefits at .25%) Duties Description:	1,501.00
Title: Clinical Program Manager Salary Calculation: .25 FTE x \$117,686 annually (inclusive of benefits at .25%) Duties Description:	29,422.00

Title: Wraparound Program Supervisor Salary Calculation: .50 FTE x \$88,560 (inclusive of benefits at .25%) Duties Description:	44,280.00
Title: Care Coordinator Salary Calculation: 1.5 FTE x \$83,313 (inclusive of benefits at .25%) Duties Description:	124,970.00
Title: Parent Partner Salary Calculation: 1.5 FTE x \$57,200 (inclusive of benefits at .25%) Duties Description:	85,800.00
Title: Analyst Salary Calculation: .25 FTE x \$57,160 (inclusive of benefits at .25%) Duties Description:	14,290.00
Title: Admin Support Salary Calculation: .25 FTE x \$47,840 (inclusive of benefits at .25%) Duties Description:	11,960.00
Title: QA/QI Salary Calculation: .07 FTE x \$81,120 (inclusive of benefits at .25%) Duties Description:	5,678.00
Title: IT Support Salary Calculation: .07 FTE x \$89,440 (inclusive of benefits at .25%) Duties Description:	6,261.00
Title: Maintenance Salary Calculation: .02 FTE x \$79,040 Duties Description:	1,581.00
Total Personnel Costs:	325,743.00
C. Operational Costs	
Item: Advertising and Recruitment Description: Costs related to advertising and recruitment of qualified staff.	800.00
Item: Direct Client Expense Description: Expenses related to emergent necessities related to the client care plan that cannot be met through natural or professional supports (i.e. items to attend school, household and hygiene supplies, bus passes or gas cards).	4,000.00
Item: Facility Expenses Description: Costs associated with rent of facility for staff offices, and team meeting space including gas, electricity and water: \$1666.67/month/12 months.	20,000.00
Item: Insurance Expense Description: Insurance costs \$200/month/12 months.	2,400.00

Item: Miscellaneous Admin Expenses Description: One time or irregular expenses that do not fit into traditional ledger of accounting (i.e. subscription services, accounting or legal fees, tools and supplies related to wraparound services). \$216.67/month/12 months	2,600.00
Item: Office Supplies/Equipment Description: Daily use items for office work (i.e. pens, pencils, notebooks, post-its, lease for printer copier, copy paper, ink and toner, etc). \$400/month/12 months.	4,800.00
Item: Telephone/Internet Description: Telephone and internet costs for direct service providers.	3,000.00
Item: Conferences/Training Description: Travel costs associated with conference and training fees for staff providing high fidelity Wraparound services.	2,400.00
Total Operational Costs:	40,000.00
D. Consumables/Supplies	
Item: Food Description: Food for client meetings or outings as defined in the plan of care.	3,000.00
Title: Meeting Supplies Description: Supplies directly related to CFT meetings, including culturally relevant needs (i.e. cultural activity icebreaker supplies), easels, markers, costs associated with renting spaces for clients chosen meeting location (i.e. library space).	2,600.00
Total Consumable/Supplies:	5,600.00
E. Transportation/Travel	
Title: Transportation Travel Expenses Description: One time purchase of vehicle for travel long distances to meet clients (\$25,000), vehicle maintenance and care (5,000), Mileage for staff personal vehicle transportation and travel .625/mile x 2500 miles (\$4,000)	34,000.00
Total Transportation/Travel:	34,000.00
F. Other Costs	
Title: Not Applicable. Description: Not Applicable.	-
Total Other Costs:	-
G. Indirect Costs	
Title: Indirect Costs Description: RCS claims the maximum allowable federal indirect rate of 10%.	40,534.30
Total Indirect Costs:	40,534.30
Total:	445,877.30

Specialty Mental Health Service and Rates: Include all Specialty Mental Health Services to be provided under High Fidelity Wraparound. For each service, include the per minute rate, the estimated number of children served over twelve (12) months, and the estimated average number of service minutes, over the treatment period.

Personnel Costs: Include all employee costs, but not those incurred by independent contractors, with each employee type listed separately. Examples of calculations are: Fifteen percent (15%) of Two Thousand Dollars (\$2,000.00) per month, multiplied by six (6) months; or Twenty (20) hours multiplied by Fifteen Dollars (\$15.00) per hour, multiplied by fifty-two (52) weeks plus any applicable benefits.

Operational Costs: Include any and all direct and indirect expenses associated with the proposed outreach, engagement, behaviora health treatment and social rehabilitation services, except consumable supplies and travel, including, without limitation rent, office supplies, postage, paper, communications, equipment, contract labor or services and overhead or administrative costs, with each cos type listed separately.

Consumable Costs: Include any and all items that will be consumed by participants or staff, including, without limitation, food and meeting supplies.

Transportation Costs: Include any and all vehicle purchase and/or rental costs, employee per-mile reimbursements and other travel related expenses.

Other Costs: Include anything not already covered in the budget categories above, with each such expense listed separately.

Overhead and Administrative Costs: Per federal guidance, overhead and administrative costs may not exceed ten percent of (10%) o the total modified costs.

7.0 Supplemental Documentation

Wraparound Training Plan

Relias Learning System Trainings: For All Wraparound Staff Members

CPR/First Aid	Pro-Act Crisis Communication	An Introduction to Trauma Informed Care
Basics of Defensive Driving	Bloodborne Pathogens	Collaborative Problem Solving
Compassion Fatigue and Vicarious Trauma	Sexual Harassment for Employees	Supporting LGBTQ+ Youth in Care
HIPPA Privacy	Handling Food Safely	Fire Safety
QPR: Suicide Prevention	Writing Progress Notes in Exym	Identifying and Preventing Child Abuse and Neglect
Systems of Care: Resources and Referrals to Services in our Community	Dual Relationships in Paraprofessionals	Ensuring Youth Safety by Understanding Mandated Reporting
Finance Training	Motivational Interviewing	Clifton Strengths

In addition: Relias Learning System Trainings for Care Coordinators

Best Practices for Youth with Behavioral Health Needs involved in Juvenile Justice	Best practices for Behavioral Health in Child Welfare
Introduction to Case Management	Compassion Fatigue and Caregiver Satisfaction

In addition: Relias Learning System Training for Parent Partners

10 Steps to Fully Integrating Peers into the Workforce
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Wraparound Training offered internally by Redwood Community Services based on the following resources:

NWI: Wraparound Process Users Guide	NWI: Wraparound Implementation Guide	NWIC: National Wraparound certification Guide
NWIC: Engagement in the Wraparound Process	NWIC: Wraparound facilitator's toolbox	SPIRIT program: Parent Partner Training Manual
SAMSHA: Effectively Integrating CANS into Wraparound	NWI: Phases and activities of the Wraparound Process	Advanced Wraparound Practice: Supervising and Managing to Quality

Trainings through UC Davis

Foundational Wraparound	Safety and Crisis Planning Skills Lab
What about Dads?	Motivational Interviewing for Wraparound Facilitation
Advanced Facilitation for Wraparound	Beginning Wraparound
Child and Family Team Meetings: Facilitation Training for Wraparound Practitioners	Cultural Humility for Wraparound Practitioners
ICWA Overview and Tribal Engagement in Teaming Best Practices	Neuroscience of Wraparound
Secondary Trauma: Special Considerations for Parent Partners	SOS! Save our Staff, Save Ourselves
Trauma-Informed Care for Wraparound	Wraparound Resurgence and Renewal

WRAPAROUND REFERRAL PACKET

Preferred Provider: _____

If full, case can be placed on pending list for up to 2 weeks: Y N

Child's Name: _____ DOB: _____

Ethnicity: _____ Primary Language: _____ SSN: _____

Gender Identity: _____ Current living situation: _____

(Specify name of parent/guardian, group home, hospital, or other, or if in Juvenile Hall or AWOL and list address/phone directly below)

Address: _____ Phone: _____

Parent/Guardian Name: _____ Phone: _____

Address: _____

Caregiver Language: _____

Other Agencies Involved: CWS Probation Mental Health

Was the child adopted? Yes No County/State of adoption: _____

Medi-Cal eligibility confirmed Federal Non-Federal Medi-Cal # _____

Is the minor at risk of a level 12 group home or higher? Yes No

Will the minor move to a lower level of placement or return home if wrap services provided? Yes No

Referring Worker: _____ Agency: _____

Phone: _____ Fax: _____ Supervisor: _____

Date of Family Team Meeting: _____ Parent Agrees Disagrees with wrap referral

AGENCY SERVICES PROVIDED

Probation

602 Formal Informal

Nature of Charges:

Comments:

CWS

ER FM FR Adoptions Dependent (300)

Reason for Involvement:

Redwood Community Services, Inc.

Comments:

Mental Health

26.5

Therapist Name: _____

Phone: _____

Psychiatrist: _____

Phone: _____

Comments: _____

Education

School Name: _____

Location: _____

Main Stream Special Education/Resource Student; Emotionally Disturbed 26.5/(3632)

Date of last IEP: _____

Day Treatment Independent Study Continuation School

Child Profile/Strengths and Resources:

- | | | |
|--|--|--|
| <input type="checkbox"/> gets along well with others | <input type="checkbox"/> has several close friends | <input type="checkbox"/> independent |
| <input type="checkbox"/> supportive parents/guardian | <input type="checkbox"/> organized | <input type="checkbox"/> intuitive/sensitive |
| <input type="checkbox"/> physically active | <input type="checkbox"/> creative | <input type="checkbox"/> mature |
| <input type="checkbox"/> enjoys hobbies | <input type="checkbox"/> likes school | <input type="checkbox"/> sense of fairness |
| <input type="checkbox"/> has/cares for animals | <input type="checkbox"/> does well in school | <input type="checkbox"/> giving to others/shares |
| <input type="checkbox"/> cares about others' feelings | <input type="checkbox"/> accepts criticism | <input type="checkbox"/> communicative |
| <input type="checkbox"/> cooperative | <input type="checkbox"/> is a leader | <input type="checkbox"/> good hygiene |
| <input type="checkbox"/> accepts responsibility for behavior | <input type="checkbox"/> has realistic goals | <input type="checkbox"/> is generally healthy |
| <input type="checkbox"/> sense of humor | <input type="checkbox"/> creative/artistic | |
| <input type="checkbox"/> other _____ | | |

Child Profile/Challenges:

- | | | |
|--|--|--|
| <input type="checkbox"/> acts depressed/withdrawn | <input type="checkbox"/> is hyperactive | <input type="checkbox"/> sexually inappropriate/aggressive |
| <input type="checkbox"/> isolates self from others | <input type="checkbox"/> displays on-going anxiety | <input type="checkbox"/> sets fires (and/or history of) |
| <input type="checkbox"/> has frequent/persistent mood swings | <input type="checkbox"/> AWOLS from home, placement | <input type="checkbox"/> defies authority |
| <input type="checkbox"/> talks about suicide, has attempted history suicide | <input type="checkbox"/> damages/destroys possessions/property | <input type="checkbox"/> harms pets/animals (and/or history of) |
| <input type="checkbox"/> hallucinates, has delusions or bizarre remorse thoughts | <input type="checkbox"/> verbally or physically threatens peers/adults | <input type="checkbox"/> does not seem to have any for inappropriate behaviors |
| <input type="checkbox"/> experiences appetite disturbances | <input type="checkbox"/> has temper tantrums, volatile | <input type="checkbox"/> substance abuse (and/or history of) |
| <input type="checkbox"/> experiences sleep disturbances | <input type="checkbox"/> physically assaults peers/adults | <input type="checkbox"/> alcohol abuse (and/or history of) |
| <input type="checkbox"/> commits violence/harm towards self | <input type="checkbox"/> tends to be a follower | <input type="checkbox"/> poor hygiene |
| <input type="checkbox"/> shows intolerance/prejudice toward | <input type="checkbox"/> certain groups | |

other _____

Risk Factors:

- | | | |
|--|--|--|
| <input type="checkbox"/> physically abused | <input type="checkbox"/> parent(s) incarcerated currently | <input type="checkbox"/> recent divorce/marriage of parent(s) |
| <input type="checkbox"/> sexually abused birth | <input type="checkbox"/> parent(s) incarcerated previously | <input type="checkbox"/> drug/alcohol positive at birth |
| <input type="checkbox"/> emotionally abused | <input type="checkbox"/> lives away from sibling(s) | <input type="checkbox"/> witnessed violent crime/death |
| <input type="checkbox"/> neglected | <input type="checkbox"/> significant conflict with sibling(s) | <input type="checkbox"/> poor school attendance |
| <input type="checkbox"/> domestic violence in home | <input type="checkbox"/> failed multiple placements | <input type="checkbox"/> history of homelessness |
| <input type="checkbox"/> minimal resources to obtain services | <input type="checkbox"/> no family with whom to reunify | <input type="checkbox"/> child with gang affiliation |
| <input type="checkbox"/> death of significant person(s) (specify: _____) | <input type="checkbox"/> parent(s) with drug/alcohol abuse history | <input type="checkbox"/> family member(s) with gang affiliation |
| <input type="checkbox"/> child does not want reunification at this time | <input type="checkbox"/> parent(s) with significant mental health issues | <input type="checkbox"/> parent(s) with major illness/disability |
| <input type="checkbox"/> parent(s) with current drug/alcohol | | |

Redwood Community Services, Inc.

Family Information:

Sibling Names	Age	In home?	Sibling Names	Age	In home?
1.		<input type="checkbox"/> Y <input type="checkbox"/> N	4.		<input type="checkbox"/> Y <input type="checkbox"/> N
2.		<input type="checkbox"/> Y <input type="checkbox"/> N	5.		<input type="checkbox"/> Y <input type="checkbox"/> N
3.		<input type="checkbox"/> Y <input type="checkbox"/> N	6.		<input type="checkbox"/> Y <input type="checkbox"/> N

Siblings open to WRAP? Yes No

If yes, name the provider: _____

Known natural support persons (Name(s)/Relationship): _____

What is the anticipated date of discharge from residential care (if applicable)?

DSM-IV Diagnosis

Source and Date: _____

Axis I (Primary): _____

Axis II (Secondary): _____

Axis III: _____

Axis IV: _____

Axis V: _____

GAF: _____

Current medical conditions:

Current medications and dosages:

Redwood Community Services, Inc.

Previous Hospitalizations and/or Placement in a Psychiatric Facility:

	Facility Name	Dates To/From
1.	_____	_____
2.	_____	_____
3.	_____	_____

Previous Placements

	Facility Name	Dates To/From
1.	_____	_____
2.	_____	_____
3.	_____	_____

Current Placement/Whereabouts Information (If Applicable)-

Date Placed	Agency	Type	Level	Location
Issues/Notes:				
<u>MANDATORY- If the child has received a 7-day notice, a representative from the foster family agency must attend this staffing to discuss issues leading to the 7-day notice.</u>				

Client/Family Strengths-

Strengths of Client:

- Positive Attitude Towards Change/Treatment
- Positive Academic Performance and Behavior in School
- Involvement in Pro-Social Activities/Sports
- Positive Peer Relations
- Church Affiliation
- Currently Participating in Counseling
- Employed

Strengths of Family:

- Parents with a Positive Attitude about Services/Treatment
- Will Participate in Counseling/Treatment
- Positive Family Relations
- Positive Support of Extended Family
- Financially Stable
- Motivated to Keep Family Intact/Reunify
- Insight into Family Dynamics



Wraparound Intake Form

WRAP

Family Wrap

Child Name: _____

Care Coordinator: _____

Parent Partner: _____

Referral Information

Referral Date: __/__/__

Contact Made (Must make contact in 24 hrs)

Date: _____

Time: _____

Referral Source:

- Probation
- Parole
- Education
- Mental Health
- Child Welfare
- Self-referred
- Other: _____

Current System Involvement (select all that apply):

- Juvenile Justice
- Education (e.g., IEP)
- Child Welfare
- Mental Health

Has the youth been enrolled in Wraparound in Lake County previously? Yes No

If yes, Previous referral date: __/__/__

Previous discharge date: __/__/__

Demographics

Youth Date of Birth: __/__/__

Gender: Male Female Other

Ethnicity:

- Hispanic or Latino
- Non-Hispanic or Latino
- Declined
- Unavailable (or Unknown)

Race (select all that apply):

- White
- Black
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Pacific Islander
- Declined
- Unavailable (or Unknown)

Tribal Affiliation (if any): _____

Primary Language:

- English
- Spanish
- Other: _____

Residential Status

Current Living Situation:

- Two Parents (at least 1 biological)
- 1 Biological parent without a partner
- Adoptive parent(s)
- Home of a relative
- On own
- In congregate care
- In-patient residential
- Other: _____

Approximate Date the youth started living in current placement: ___/___/___

Primary Caregiver Name: _____

Primary caregiver relationship:

- Mother (biological or adoptive)
- Father (biological or adoptive)
- Family Friend
- Step parent
- Grandparent
- Extended Family
- Other _____

ZIP Code of current living situation: _____

Behaviors and Safety

Is the youth currently enrolled in school?

- Yes No

Has the youth graduated or earned their GED?

- Yes No

For how many days in the last six months has the youth been...

Expelled _____

Suspended _____

Is the youth currently employed?

- Yes No

In the past six months, has the youth been arrested?

- Yes No

In the past six months, did the youth attempt suicide?

- Yes No

In the past six months, has the youth been gang involved?

- Yes No

In the past six months, has the youth hit or struck another person?

- Yes No

In the past six months, has the youth run away from where he or she was supposed to be for at least one night?

- Yes No

In the past six months, has the youth had problems as a result of alcohol use?

- Yes No

In the past six months, has the youth had problems as a result of drug use?

- Yes No

Mental Health Diagnoses (if any):

Client Information and Consent

The information bellows relates to certain parts of your participation as a client of the Lake County Wraparound Services of RCS. The information is important, and we wanted to make sure that you were aware of it as you and your family began services.

Confidentiality

Most conversation are confidential and share only with those who you have given consent to have the information or with other program staff such as a supervisor in order to ensure quality of service. However in certain situations Lake County Wraparound Services staff are required by law to communicate information such as: knowledge of potential abuse or neglect of child or dependent adult, situation in which there is a threat to do real harm to another individual or to one self, or legal proceedings which order disclosure of information. If these situations arise, every effort will be made to contact you prior to the disclosure of the information to other responsible parties.

Your Record

Each family has a family record in which staff write information about their work such as assessment information, goals, progress notes, and communications. This information is kept in a lock and/or password coded (for electronic information). You have a right to review your record or a summary upon written request. We recommend that the record review be done with your regular Lake County Wraparound Services staff so that you can discuss its contents. If you are a minor, your parent or guardian has the right to view or obtain a summary of your record. RCS is responsible for compliance with the service delivery contract.

Complaints

The process for addressing a complaint is to request a meeting with the supervisor of your assigned RCS staff or you may submit in writing a complaint to that supervisor. The organization is responsible for advising you of all complaint and appeal procedures and responding in the required time periods.

Staff Availability

In the event that your staff is not available during their regular work hours and you need more immediate response please review the family safety plan to review established procedures. If the family safety plan is unable to assist you, you can call the RCS On-Call System. Otherwise leave a message for your staff and your call will be returned as soon as possible. If your assigned staff is away, another staff will be notified of the name and contact information for the covering staff.

Transportation, Supervision and Safety

I understand and give permission by my consent to enrollment of my child(ren) that Lake County Wraparound Services staff may transport my children with my prior notification and approval and myself in their vehicles. I understand and agree that the Lake County Wraparound Services staff, when I am not present, have the authority to supervise my children according to their best judgment.

I further understand that ensuring safety is necessary for my family and the involvement of Lake County Wraparound Services staff. I will ensure that my home is a safe environment by informing Lake County Wraparound Services staff if there are firearms in the home and will keep pets in a secure location during home visiting. I understand that if the Lake County Wraparound Services staff believes that there is an actual or perceived threat of physical violence to my family or to themselves, Lake County Wraparound Services staff may need to gain outside assistance to ensure that no one is harmed.

Consent to participate

I voluntarily agree that my child(ren) and myself should receive services through Lake County Wraparound Services, Redwood Community Services. I understand that the assigned Lake County Wraparound Services staff will provide services that are decided upon in partnership with me and that I may withdraw my family at any time. By signing this consent, I acknowledge that I have reviewed and agree to all the terms and information contained herein.

Client

Date

Parent/Guardian

Date

As witnessed by:

Redwood Community Services Provider

Date



WRAPAROUND SAFETY PLAN

Date:

Youth's Name:	Date of Birth:	Youth's Phone:
Parent/Guardian's Name:		Family's Phone:
Family's Address:		

What does it look like when things are going well:
Safety challenge:
Possible trigger(s):

Before:	Strategies/Action Steps:
During:	Strategies/Action Steps:

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After:	Strategies/Action Steps:
Medical Conditions:	Medications:

Natural Supports/Community Resources

Name/Relationship	When to call/contact	Phone Number



Plan of Care

Youth Name (First, MI, Last):		<input type="checkbox"/> Wrap <input type="checkbox"/> Family Wrap CWS: <input type="checkbox"/> 6 months <input type="checkbox"/> Full Term Probation: <input type="checkbox"/> Informal <input type="checkbox"/> Formal		Date:
Guardian Name:	DOB:	Phone:	Address:	
<input type="checkbox"/> Initial <input type="checkbox"/> Review <input type="checkbox"/> Discharge		Start Date:	Target Completion Date:	
Vision/Mission/Strengths				
State Family Vision Below:				
State Team Mission Below in Collaboration with Wrap Team:				
Strengths:				

Crisis Plan	
CWS:	<input type="radio"/> 6 months <input type="radio"/> Full Term
Probation:	<input type="radio"/> Informal <input type="radio"/> Formal
Diagnosis:	
Medications:	
Brief History:	
Triggers:	
Potential Crisis:	
Action Steps for home and school:	
Person's Responsible and phone numbers:	

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Needs Statements/Strategies		
Needs Statement: 1		Start Date:
		End Date/Duration:
Outcome:		
Need Met Progress:		
Outcome Progress:		
Life Domain Area of need:		
<input type="checkbox"/> Family <input type="checkbox"/> Residence <input type="checkbox"/> Social <input type="checkbox"/> Education/Vocation <input type="checkbox"/> Medical <input type="checkbox"/> Community <input type="checkbox"/> Psychological/emotional/behavioral <input type="checkbox"/> Safety		
Strategies		
1. 2.		
Needs Statements: 2		Start Date:
		End Date/Duration:
Outcome:		
Need Met Progress:		
Outcome Progress:		
Life Domain Area of need:		
<input type="checkbox"/> Family <input type="checkbox"/> Residence <input type="checkbox"/> Social <input type="checkbox"/> Education/Vocation <input type="checkbox"/> Medical <input type="checkbox"/> Community <input type="checkbox"/> Psychological/emotional/behavioral <input type="checkbox"/> Safety		
Strategies		
1. 2.		

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Needs Statements: 3		Start Date:
		End Date/Duration:
Outcome:		
Need Met Progress:		
Outcome Progress:		
Life Domain Area of need: <input type="checkbox"/> Family <input type="checkbox"/> Residence <input type="checkbox"/> Social <input type="checkbox"/> Education/Vocation <input type="checkbox"/> Medical <input type="checkbox"/> Community <input type="checkbox"/> Psychological/emotional/behavioral <input type="checkbox"/> Safety		
Strategies		
1. 2.		
Team Contacts/Resources		
Support Name	Contact and Organization	Role
Discharge		
Support Summary:		
Further Recommendations:		
FLEX FUNDS USED		
Date	Domain/Purpose	Amount

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Youth Signature:	Date:
Parent/Guardian Signature:	Date:
Care Coordinator Signature:	Date:
Supervisor Signature:	Date:



Redwood Community Services, Inc.

P.O. Box 422, Ukiah, CA 95482

Ph (707) 467-2010 • Fax (707) 462-6994

"Serving Children, Youth & Families Since 1995"

FAMILY NAME: _____

DATE: _____

MONTHLY CFT SCALE

To be completed by Family Team Members present

On a scale from 1-10 (1 being the no progress 10 being the best)

Progress toward **Team Mission:**

Name	Scale 1-10	Name	Scale 1-10

Progress toward **Family Vision:**

Name	Scale 1-10	Name	Scale 1-10

Progress toward **Need #1** being met:

Name	Scale 1-10	Name	Scale 1-10

Progress toward **Need #2** being met:

Name	Scale 1-10	Name	Scale 1-10

Progress toward **Need #3** being met:

Name	Scale 1-10	Name	Scale 1-10

FAMILY BUDGET

Client Code:

Date:

Family Size:

Adults:

Children:

Pets:

Expenses	Current Month	Periodic Expense (Month/Amount)
Rent		
Mortgage		
Electricity		
Propane/Gas		
Water		
Garbage		
House Phone		
Cell Phone		
Internet		
Gas/Bus/Taxi		
Car Insurance		
Groceries		
Cleaning Supplies		
Cigarettes		
Pets		
Medical expenses		
Credit Card		
Property Tax		
House Insurance		
Car Payment		
Car Repair		
Clothes		
Laundry		
Entertainment		
Savings		
Other:		

Income	Amount	Periodic Income (Month/Amount)
Employment		
SSDI		
SSI		
SSA		
CAP		
CalWorks		
Cal Fresh		
Child Support		
Unemployment		
Tribal Per Capita		
Other:		
Receives WIC		
Enrolled in LIHEAP		
Enrolled in CARE/FERA		
Comments:		

Total Monthly Income:

Total Monthly Expenses:

Remaining balance:

Terms:

SSDI: Social Security Disability Insurance—adults who have worked and contributed to their social security income but now are disabled and unable to work. This is an entitlement program because the adult paid into SSDI throughout their working lifetime. Used to be called OASDI (Old Age Survivors and Disability Insurance).

SSI: Supplemental Security Income—children and adults with developmental or mental health disabilities who receive income from the Social Security Administration in lieu of being able to work and/or with the expectation that the money is used for therapies and/or extra expenses due to the disability. SSP from Regional Centers are periodic payments called Supplemental Security Payment due to CA lowering the SSI income available to recipients. SSP income is distributed on a quarterly basis and only applies to clients of the Regional Center's in CA. This is a needs-based program and recipients must meet specific qualifications to receive both SSI and SSP.

SSA: Social Security Administration—this is a payment made to eligible retired adults, children and/or spouses (or former spouses) of adults who paid into their retirement/social security. Children of retired adults who have passed away are eligible to receive their parents' SSA while they are in school (including $\frac{3}{4}$ -full time college) up to age 26. Once you have stopped going to school for more than 2 months, you no longer are eligible to receive your parents' SSA income. Divorced spouses may also apply to receive a portion of their previous spouses' SSA once their previous spouse has officially retired. This is an entitlement program due to the retiree having paid into social security during their working lifetime.

CAPI: Cash Assistance Program for Immigrants—similar to SSI, but for immigrants who meet very strict and detailed requirements. This is a needs-based program. Applicants must apply for SSI first and be denied based solely on their immigration status. If they are denied based on their disability not meeting the threshold of SSI requirements, they are also not eligible for CAPI. Applicants/recipients must have entered the United States legally in order to qualify.

Tribal Per Capita: income received from one's tribe.

WIC: Women, Infants, Children—Women, infants, and children of low-income parents, up to age 5, qualify for supplemental payments with food specific labels that are used at grocery stores who offer the WIC options. The types of food include milk or formula, cheese, yogurt, peanut butter, bread, beans, and/or fruits and vegetables.

LIHEAP: Low Income Home Energy Assistance Program—federally funded assistance in managing gas and electricity bills as well as provides support with weather proofing and energy-related minor home repairs.

CARE/FERA: California Alternate Rates for Energy/ Family Electric Rate Assistance Program. Pacific Gas & Electric manages these programs in our area. CARE applies to electricity and gas discounts. FERA applies to electricity discounts only and to qualify you must have a family of 3 or more living in the residence. These programs are income based and/or you may show proof of state/federal assistance to qualify, such as Medi-Cal, Cal-Fresh, or SSI award letters.

**Redwood Community Services Inc.
Policy & Procedure**

Subject: **Client's Personal Rights**
Date Developed: 5/18/99
Last Reviewed: 1/8/19

Dept.: **ALL**
Approved By: Chief Operations Officer
Approved By: Chief Exec. Officer

=====

Policy:

Redwood Community Services (RCS) follows all Local, State and Federal Regulations in regard to client's personal and privacy rights in all programs. RCS' policy that all clients / parents and/or guardians understand their rights, and that RCS staff does not violate their personal rights.

(**Authorities:** CFR 42, part 2, Title 22, CA Medical/Mental/Consumer Privacy Laws, CA Employment Privacy Regulations and COA Standard CR 1)

Procedure:

- 1) Each client will sign and be given a copy of their Personal/Client Rights upon admission / intake to an RCS program.
- 2) If a client cannot read or understand their Personal Rights; a burned CD with privacy information or their rights will be read and explained to them by staff.
- 3) If a client refuses to sign their Personal Rights, admitting staff will document that the resident was informed of their Personal Rights and refused to sign, on the Personal Rights paperwork along with the date and filed in the client's chart. Continued attempts to get a signature will be ongoing and documented.
- 4) Client's Personal Rights will be posted in a conspicuous location in all the facilities, and in the restrooms if they desire.
- 5) If a client wants to file a violation of Personal Rights or Confidentiality/Privacy Rights, staff should offer to provide a company grievance form or refer them to participant's program complaint or grievance procedures.

	Department: All Programs	Revision Date: 05/13/2021
	Title: HIPAA Compliance/Privacy	Implementation Date: 08/02/2002
	Approved By: PQI Director	Approved By: COO
Policy	All Redwood Community Services, Inc. (RCS) employees are trained during new hire orientation and annually in privacy awareness and HIPAA regulations regarding privacy. Each employee is responsible to guard and protect health information from intentional or accidental misuse. Sanctions will be implemented for employees and business associates who violate the privacy policies of RCS.	
Scope	All staff.	
Procedure	<p>It is the responsibility of all employees and management to comply with the Privacy Act and HIPAA policy; however, the Security Officer is responsible to maintain the security of the client records and the overall compliance with HIPAA standards within the office.</p> <p>If a complaint is made or there is lack of compliance, the client or employee can fill out a grievance form or report the incident to the Compliance Hot Line (707-467-2010, ext. 109) or Privacy Officer for review and follow-up. The Privacy Officer and/or Performance Quality Improvement Director will follow-up on all complaints to see if resolution was completed.</p> <p>Individual RCS departments, including Human Resources and the Financial Department, may also have their own policy and procedures.</p> <p>All staff should be aware that although HIPAA regulations apply to healthcare information, the following applies specifically to RCS Behavioral Health Services:</p> <p>Special Protection for Psychotherapy Notes Psychotherapy notes (used only by a psychotherapist) are held to a higher standard of protection because they are not part of the medical record and are never intended to be shared with anyone else. All other personal health information (PHI) is considered to be sensitive and protected consistently under this rule.</p> <p>Access and Amendments Rights: <u>Access Right</u> - RCS gives beneficiaries/clients access to their health information whether we or our business associates hold that information and whether or not we were the source of that information. Exceptions to this access occur rarely, such as when disclosure of the information to the individual is deemed dangerous. If we feel we need to deny access, we will provide an explanation. Sometimes the client can contest this denial, and then we will have a third party review the situation.</p> <p>The client may request access to their health information in person or writing, and we will record the request in their file. RCS typically will provide the information requested same day but may take up to 30 days if there is sensitive information that is deemed inappropriate to release and needs</p>	

to be redacted from the documentation. RCS may charge the beneficiary/client the cost of photocopying.

Amendment Rights - The client may request in person or in writing that we amend our records about the client. RCS will record these requests in the client's file and respond in 60 days. RCS may deny the client's request, if the request is deemed not accurate or if RCS is not the originator of the information. If a change request is denied, RCS will, in writing, explain the reasons for the denial, the original will be sent to the client, and a copy will remain in the file. The client may contest our denial and, among other things, RCS will document the client's concerns in the record.

When RCS makes an amendment, we will add a note or comment to the record to indicate the change but will not delete the original information. The change will be dated and initialed by the clinician making the change. The changed record will reside in the client's file and a copy will be given to the client as requested. A record of this transaction will be recorded in the client's file.

Accounting & Restrictions of Disclosures:

Accounting of Disclosures – The beneficiary/client has the right to receive an accounting of who requested and received copies of their protected health information. The client's request must be in writing, and RCS has 60 days to respond. Our accounting to the client will:

- Be in writing,
- Include the dates of disclosure and to whom the information was sent,
- Describe what information was sent, and
- State the purpose of the disclosure.

Not subject to accounting requirements are disclosures:

- Made to the individual,
- For treatment, payment, or health care operations,
- Made with client authorization
- Covered by business associate agreement,
- For national security or intelligence purposes, or
- To correctional institutions or law enforcement officials.

Restrictions - The client may request restrictions on our Use and Disclosures, of their protected health information beyond those restrictions already imposed by the government. RCS may elect to accept the restriction request or not. However, if we accept the client's request, then we must abide by it and could only reverse our position after notifying the client appropriately first. The notification of reversal of decision must include the reason for the change and a record will be kept in the client's file.

Communication Methods - It is the policy of RCS to communicate the "minimum necessary" information of any health information by standard communication means: face-to-face, fax, phone, letter, etc. The client may restrict how that information is shared: e-mail, phone, fax, etc. RCS will accommodate the client's request for an alternate means of communication if it is reasonable and practical to implement such an alternate. RCS will document all requests and keep a record of the determination in the client's file.

Office/Computer Privacy and Security

All computers/Office/Work Areas are to be properly secured when not attended.

1. Computers & Computer Screen Security

- All computers will be password protected.
 - Passwords will follow the complexity requirements outlined in the RCS's [Technology Use Policy](#).

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	<ul style="list-style-type: none"> • All computers will be set up to activate a password screensaver and/or automatic shutdown if left unattended for more than 5 minutes. • Computer users will not share their individual passwords with others including staff members. • All company passwords will be secured in a safe & secure place determined by Human Resources. • When transmitting client information via e-mail, the transmission will contain a “Confidentiality Statement” and be sent as an attachment with a predetermined password to open the file. • Computer software programs containing client information will have individual passwords to log on that change on a minimum every 90 days. • To prevent unintended releases or sharing of information, staff members, both clinical and administrative, will work in only one client record at a time and will complete all tasks in in that client record prior to beginning a task in a different client record. <p>2. Office/Work Areas</p> <ul style="list-style-type: none"> • All client and/or medical records and any other paper containing protected information will be stored securely at all times. Client and/or medical records will not be left unattended in unlocked offices. • Workspaces that contain protected health information will be secured when not occupied by a staff member. • Protected client and/or health information contained in billing information, client or employee files, and other files maintained by individual departments will be secured at all times. Paper records containing protected information will not be stored in open desk areas. • Paper records to be disposed of will be shredded if they contain protected information. <ul style="list-style-type: none"> ○ If available, the document may be placed in the facility’s locked shred bin. Otherwise, each facility should be equipped with a shred machine. ○ If an employee chooses to keep a shred stack or box in their office or desk, it must be emptied at the end of each work shift. Confidential documents to be shredded must not be left in an open shred box or out in the open unattended. ○ It is the responsibility of each employee to ensure confidential documentation is disposed of appropriately. • Files that are taken outside the facility will remain secured. All client information to be transported is to be done in a secure locking device. • All phone messages, voice mail, or other recordings are to be protected with pin #'s. <p>3. General Privacy Procedures:</p> <ul style="list-style-type: none"> • No staff will have access to client records unless they are needed to directly complete their job duties. • Regular staff meetings are to be held to review security and privacy guidelines. • All meeting and trainings are to be documented. • All staff and clients shall be informed regularly of confidentiality practices and limitations of confidentiality. • A signed release of information is to be obtained before the release of any client information to another facility, individual, or clinician.
Training	N/A
Forms	N/A

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References	COA Standards
	(COA Standard CR 2.01-2.05.)
	Internal
	Access to Case Records
	Technology Use Policy.
	External
	(Authorities: CFR 42 Part 2, Title 9, CCL Regulations) Cross Reference: (Records Annuals) RCS Notice of Practices BHS BHS Security of Client Information Nest Participant Handbook RCS Employee HIPPA acknowledgement statement RCS Privacy Gap Analysis

	Department: Agency Wide	Revision Date: 08/27/2021
	Title: Grievance	Implementation Date: 03/10/2014
	Approved By: PQI Director	Approved By: COO
Policy	RCS acknowledges that differences or disagreements may arise during the treatment process and wishes to resolve such instances in an expeditious and prudent manner for the benefit of the client, agency, and all affected parties. It is the policy of RCS to treat all clients with fairness and professionalism and to strive for excellence in providing services to clients. RCS's policy provides clients and their families or legal guardians with the opportunity to express a problem or grievance related to the quality of services.	
Scope	All Employees	
Procedure	<p><u>Client Grievance Investigation</u></p> <p>If a client has a complaint RCS encourages clients to first discuss it with their primary provider. If a client does not feel there was an adequate resolve, they have the right to speak to any RCS Supervisor/Manager/Director or file a formal written client grievance. Although RCS encourages clients to resolve complaints with employees directly, RCS understands this is not always a feasible option. All clients have the right to file a <i>Client Grievance</i> at any point and employees will be available to explain and assist all clients in understanding how the client grievance process works. The following additional guidelines will be followed at all RCS Sites:</p> <ul style="list-style-type: none"> • Each client, legal guardian, and authorized representatives will be offered a copy of RCS's <i>Client Grievance Policy & Procedure (P&P)</i> at admittance to services and at least annually thereafter. RCS employees will maintain proof of this with either a signed acknowledgment or by noting it in a progress note. • A Client's Rights /Grievance Procedure poster will be posted in a public area for all RCS sites. • Grievance forms will be available in public places so that any person may retrieve one at their discretion. • RCS will accept a complaint from any person acting on behalf of the client. • No client will be subjected to discrimination, retaliation, or any other penalty for filing a complaint or grievance. • All complaints or grievances will be kept confidential and only the minimum necessary information will be discussed to resolve the issue. • No complainant is prevented from accessing the grievance process solely on the grounds that the grievance was incorrectly filed. <p>The Chief Executive Officer (CEO) of RCS will designate a Privacy Officer who will have the responsibility of overseeing the client grievance process and will provide such assistance as may be necessary for a client to file a grievance.</p> <p>The Privacy Officer designated by the CEO is: Kristin Bogner 631 S. Orchard St.</p>	

Ukiah, CA 95482

Bognerk@redwoodcommunityservices.org

Phone: (707) 467-2010 ext. 1123

Confidential Fax: (707) 462-4931

The Privacy Officer will be available during routine agency operating hours, 8:30 AM to 5:00 PM, to meet with any client desiring to initiate the grievance procedure. If the Privacy Officer is unavailable when a client attempts to make contact to initiate a grievance the Performance Quality Improvement (PQI) Director will contact the client within three (3) working days.

If a client articulates a grievance or poses questions about filing a grievance, employees of RCS are responsible to provide the client with the name and availability of the appropriate Privacy Officer. Should the Privacy Officer be the subject of a grievance, the PQI Director will function as an alternate Privacy Officer and will work with the client to explain and offer assistance with the grievance procedure.

Upon expressing to the Privacy Officer one's desire to file a grievance, the complainant is entitled to a private conference with the Privacy Officer. Such conference shall be scheduled by the Privacy Officer within three (3) working days of the complainant's request. During this conference, the Privacy Officer will provide a copy of the RCS *Client Grievance* P&P and will review and explain said P&P.

The *Client Grievance* Policy serves as notification that all grievances must be submitted in writing, and that the Privacy Officer is available to assist the complainant in preparing a written grievance as may be necessary.

All written client grievances are to be submitted to the Privacy Officer, with an additional copy provided to the PQI Director, and should include the following information:

- The date, time, and location at which the grievance or alleged violation of client rights occurred.
- The names or description of individuals involved in the incident or situation being grieved.
- A brief narrative of the incident or complaint.
- The name of the client filing said grievance.
- The date of grievance filing verified by the signatures of both the complainant and the Privacy Officer. If a third-party file the grievance on behalf of the Client, the signature of that third party should also be included with the date of grievance filing.

The Privacy Officer shall investigate the grievance and provide the complainant with a signed and dated summary of any findings and the proposed resolution within twenty-one (21) days of the written filing. A copy of any such findings will also be provided to the PQI Director. Any extenuating circumstances indicating extension of this twenty-one (21) day time period must be documented with written notice of such extension provided to the complainant.

If the proposed resolution is not satisfactory to the complainant, they, accompanied by the Privacy Officer, will meet with either the PQI Director or Chief Executive Officer (CEO) to promote resolution of the grievance. Such meeting must be requested within five (5) working days of the notification of findings and will be scheduled within five (5) working days of the request.

Redwood Community Services, Inc.

	<p>Following this meeting, the PQI Director or CEO will investigate the complaint and will render a decision within five (5) working days from the time of the meeting.</p> <p>Following receipt of a grievance from a client or another person acting on behalf of a client of RCS, within three (3) working days the Privacy Officer will acknowledge receipt of said grievance in writing to the person responsible for the filing. The written acknowledgment will include, at minimum, the following information:</p> <ul style="list-style-type: none"> • Date the grievance was received • Summary of the grievance • An overview of the grievance investigation process • The timetable for completing investigation of the grievance and notifying the complainant of proposed resolution • The contact name, address, and telephone number of the Privacy Officer. <p>In addition to this initial acknowledgment, written notification and explanation of the disposition of any grievance will be supplied to the client at each stage of the grievance process within the time frames specified in this policy.</p> <p>Any Client who so desires may also file a grievance at any time with outside organizations that include, but are not necessarily limited to:</p> <ul style="list-style-type: none"> • Mendocino County Behavioral Health • Lake County Behavioral Health • Humboldt County Behavioral Health <p>No client or person seeking access to treatment will be denied treatment because a grievance has been filed. The SUDS Program will take no adverse action against a client or person filing a grievance. A signed copy of any previous information will be included in the client file.</p> <p><u>Tracking Grievances</u></p> <p>All complaints or grievances will be registered on a grievance tracking log by the designated Privacy Officer. The grievance tracking log will be stored within the RCS PQI SharePoint under a folder identified by the fiscal year. <i>EXAMPLE: 2020 Grievance Tracking</i></p> <p>The grievance tracking log will include the following elements:</p> <ul style="list-style-type: none"> • The name of the complainant • The date of receipt of the grievance • The nature of the problem • Final disposition <p>This log along with any other grievance process files shall be open to review by the appropriate oversight and licensing agency.</p>
Training	NHO
Forms	RCS CLIENT GRIEVANCE FORM

Redwood Community Services, Inc.

References	COA Standards
	CR 3
	Internal
	External



FORMAL COMPLAINT /GRIEVANCE RESOLUTION FORM

Redwood Community Services, Inc.
Quality Assurance
631 S. Orchard Ave.
Ukiah, CA 95482

For any and all complaints please complete this form and submit to the above listed address. You may also submit it in person or speak with our Quality Assurance Coordinator regarding your issue.

TODAY'S DATE: _____ PROBLEM: _____

FROM: _____ Date of Issue: _____ Location: _____

Name _____ Phone Number _____

CURRENT ADDRESS: _____
Street City Zip Code

Type of Grievance: [] Privacy Issue [] Security / Breach Issue [] Service Issue [] Other

What is your complaint about? Please tell us what happened.

Four horizontal lines for writing the complaint details.

Please attach additional pages if you need more space

You would like to:

- [] Speak with the Program Manager
[] File a Grievance
[] Request a State Fair Hearing

I have already complained to RCS about this problem and it was not resolved so I am requesting:

- [] Review by Mendocino County Mental Health Dept.
[] Review by the Mendocino County Mental Health Director
[] A State Fair Hearing
[] What other action would you like us to take to resolve your problem?

Internal Use Only _____

Reported by: _____ How Reported: _____

- [] Consumer [] Parent or Guardian [] In writing [] by phone
[] CPS Case Manager [] Foster Parent [] In Person [] mailed

8.0 References
REQUEST FOR PROPOSALS NO. DHHS2022-03
Provision of High Fidelity Wraparound Services
ATTACHMENT C – REFERENCE DATA SHEET
(Submit with Proposal)

REFERENCE DATA SHEET	
Provide a minimum of two (2) references with name, address, contact person and telephone number whose scope of business or services is similar to those of Humboldt County (preferably in California). Previous business with the Humboldt County does not qualify.	
NAME OF AGENCY:	Mendocno County Health and Human Services
STREET ADDRESS:	747 S. State Street
CITY, STATE, ZIP:	Ukiah, CA 95482
CONTACT PERSON:	Jena Conner EMAIL: connerj@mendocinocounty.org
PHONE #:	707-463-7971 FAX #: 707-463-7960
Department Name:	Family and Children's Services
Approximate County (Agency) Population:	County 90,000
Number of Departments:	23
General Description of Scope of Work:	Since 1995 All state and federally required child protection/ child welfare services and programs including but not limited to, child abuse hotline and investigations; dependency court case management services for Family Maintenance, Family Reunification, Permanency Placement and Extended Foster Care cases; supervised visitation' administration of all foster care and permanency funding; placement of youth into foster care through county homes, foster family agencies, tribes and/or short term residential therapeutic programs; case reviews; Resource Family Approval program; Wraparound services; and Independent Living Skills program.
NAME OF AGENCY:	Lake County Department of Social Services
STREET ADDRESS:	15975 Anderson Ranch Parkway
CITY, STATE, ZIP:	Lower Lake, CA 95457
CONTACT PERSON:	Amber Davis EMAIL: amber.davis@lakecountycyca.gov
PHONE #:	707-262-4545 FAX #: 707-262-0299
Department Name:	Adult and Child Services
Approximate County (Agency) Population:	64,000
Number of Departments:	18
General Description of Scope of Work:	Since 2010 RCS has been responsible for providing direct services and/or arranging or sub-contracting for diect services for Lake County Wraparound Program participants as determined and refered by the Interagency Placement Committee (IPC).
Applicant Tracking System Implementation Date:	

NAME OF AGENCY:	Lake County Probation Department	
STREET ADDRESS:	201 S Smith Street	
CITY, STATE, ZIP:	Lakeport, CA 95453	
CONTACT PERSON:	Kevin Luis	EMAIL: kevin.luis@lakecountyca.gov
PHONE #:	707-533-7483	FAX #: 707-262-4292
Department Name:	Probation Children's Division	
Approximate County (Agency) Population:	64,000	
Number of Departments:	3	
General Description of Scope of Work:	Since 2010 RCS has Contractor shall be responsible for providing direct services and/or arranging or sub-contracting for direct services for Lake County Wraparound Program participants as determined and referred by the Interagency Placement Committee (IPC).	

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED
PRIMARY AND NON-CONTRIBUTORY
ENDORSEMENT FOR PUBLIC ENTITIES**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization:
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A. Section II – WHO IS AN INSURED is amended to include:

4. Any public entity as an additional insured, and the officers, officials, employees, agents and/or volunteers of that public entity, as applicable, who may be named in the Schedule above, when you have agreed in a written contract or written agreement presently in effect or becoming effective during the term of this policy, that such public entity and/or its officers, officials, employees, agents and/or volunteers be added as an additional insured(s) on your policy, but only with respect to liability for “bodily injury”, “property damage” or “personal and advertising injury” caused, in whole or in part, by:
- a. Your negligent acts or omissions; or
 - b. The negligent acts or omissions of those acting on your behalf;

in the performance of your ongoing operations.

No such public entity or individual is an additional insured for liability arising out of the sole negligence by that public entity or its designated individuals. The additional insured status will not be afforded with respect to liability arising out of or related to your activities as a real estate manager for that person or organization.

B. Section III – LIMITS OF INSURANCE is amended to include:

8. The limits of insurance applicable to the public entity and applicable individuals identified as an additional insured(s) pursuant to Provision A.4. above, are those specified in the written contract between you and that public entity, or the limits available under this policy, whichever are less. These limits are part of and not in addition to the limits of insurance under this policy.

C. With respect to the insurance provided to the additional insured(s), Condition 4. Other Insurance of SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS is replaced by the following:

4. Other Insurance

a. Primary Insurance

This insurance is primary if you have agreed in a written contract or written agreement:

- (1) That this insurance be primary. If other insurance is also primary, we will share with all that other insurance as described in **c.** below; or

- (2) The coverage afforded by this insurance is primary and non-contributory with the additional insured(s)' own insurance.

Paragraphs (1) and (2) do not apply to other insurance to which the additional insured(s) has been added as an additional insured or to other insurance described in paragraph **b.** below.

b. Excess Insurance

This insurance is excess over:

1. Any of the other insurance, whether primary, excess, contingent or on any other basis:
 - (a) That is Fire, Extended Coverage, Builder's Risk, Installation Risk or similar coverage for "your work";
 - (b) That is fire, lightning, or explosion insurance for premises rented to you or temporarily occupied by you with permission of the owner;
 - (c) That is insurance purchased by you to cover your liability as a tenant for "property damage" to premises temporarily occupied by you with permission of the owner; or
 - (d) If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to Exclusion **g.** of **SECTION I – COVERAGE A – BODILY INJURY AND PROPERTY DAMAGE.**
 - (e) Any other insurance available to an additional insured(s) under this Endorsement covering liability for damages which are subject to this endorsement and for which the additional insured(s) has been added as an additional insured by that other insurance.
- (1) When this insurance is excess, we will have no duty under Coverages **A** or **B** to defend the additional insured(s) against any "suit" if any other insurer has a duty to defend the additional insured(s) against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the additional insured(s)' rights against all those other insurers.
- (2) When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:
 - (a) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
 - (b) The total of all deductible and self-insured amounts under all that other insurance.
- (3) We will share the remaining loss, if any, with any other insurance that is not described in this **Excess Insurance** provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Methods of Sharing

If all of the other insurance available to the additional insured(s) permits contribution by equal shares, we will follow this method also. Under this approach each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any other the other insurance available to the additional insured(s) does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limit of insurance to the total applicable limits of insurance of all insurers.


CITY OF EUREKA, CA
531 K STREET EUREKA, CA 95501-1165 PHONE (707) 441-4120
BUSINESS LICENSE



REDWOOD COMMUNITY SERVICES INC
RCS
PO BOX 2077
UKIAH CA 95482-2077

LICENSE YEAR: 2022
LOCATION: 310 3RD ST C
LICENSE TYPE: NON-PROFIT
LICENSE NUMBER: 12361
ISSUED DATE: 1/01/2022
EXPIRATION DATE: 12/31/2022

This license is issued without verification that the licensee is subject to or exempt from licensing by the State of California.



Finance Director

NOTICE

Any transfer, change of use or occupancy may require review by the City Design Review Committee. This review takes time. The committee meets twice each month. This license does not signify compliance with any regulatory codes of the City of Eureka, including but not limited to building, fire and zoning laws.

THIS LICENSE MUST BE DISPLAYED IN A CONSPICUOUS PLACE

10.0 Exceptions, Objections and Requested Changes

Redwood Community Services (RCS) does not request any exceptions to this RFP. RCS has identified no objections within the RFP or the sample agreement. RCS does not have any requested changes to this RFP.