

EXHIBIT B
SCOPE OF WORK AND FEE SCHEDULE

1. PROJECT DESCRIPTION

Boulder County Department of Housing and Human Services (BCDHHS) and Contractor seek to ensure a broad range of community-based, participant-driven, and culturally sensitive early intervention and prevention services are available in the geographic service area for Contractor in Boulder County, including East Boulder County, which includes Lafayette, Louisville, Superior and Erie (in Boulder County). These values are characteristics of Family Resource Centers (FRCs), which target services across the Social Determinants of Health in partnership with participants to support their movement towards self-reliance. Planning, practice, and outcomes for FRCs are guided by the Strengthening Families framework and the Standards of Quality for Family Strengthening and Support.

Boulder County's FRCs serve as key agencies in the County's Family Resource Network (FRN) whose mission is to create a fully integrated system of service delivery, organized through a county-wide governance structure comprised of citizens, schools, community-based entities, and city/county government.

This Contract funds a broad range of front-end, early intervention and prevention services that support individuals and families. Services are provided following practices and principles of the Boulder County Integrated Services Delivery Model of Care (ISDMC) and include case management and service linkage, family engagement, assessment and referral, motivational interviewing, case plan development, and home visitation.

2. PERFORMANCE RESPONSIBILITIES AND DELIVERABLES

The Contractor, in accordance with the terms and conditions in the Master Contract and this Contract, shall provide, in a timely and satisfactory manner, the following services:

- A. Contractor shall serve as a participant-friendly, integrated community hub.
- B. Contractor shall provide case management/advocacy services in partnership with participants as outlined in the ISDMC Practice Model (Exhibit D). This includes primary case management and assessment that includes facilitated referral and service linkage, family engagement, and follow up.
- C. Contractor shall provide a broad range of best-practice prevention and early intervention services across the Social Determinants of Health that supports individuals' and families' efforts toward self-reliance in core areas that affect stability including housing, employment and income, food and nutrition, health, safety, and education.
- D. Contractor agrees to utilize the Colorado Family Support Assessment (CFSA 2.0) and accompanying practice standards for participants receiving on-going case management, defined as at least one visit or more for three months or more. The CFSA 2.0 shall be conducted in accordance with the guidelines outlined in the Family Resource Center Association (FRCA) and the ISDMC Practice Model (Exhibit D).
- E. Contractor shall provide and/or link individuals and families to services that respond to identified community needs and address emerging needs on the full age continuum to include parenting skill training, employment training, mental health supports, childcare, assistance with basic economic needs, and housing. Where possible, practices and services should be promising practices, research-informed, and/or evidence-based.

- F. Contractor shall provide strengths-based supervision per ISDMC Community of Practice related to services for participant direct needs and administration of the program.
- G. Contractor shall provide a continuum of direct, interactive services to participants in need of or at risk for higher end services or intervention (child welfare, homelessness) or will assist in brokering these services on behalf of the participants it serves.
- H. Contractor shall provide parent education resources to support parents caring for children by utilizing best, promising, or evidence-based practices such as BCDHHS Parents as Teachers (PAT) program and collaboration with City of Longmont, Children, Youth, and Families in expanding availability of Nurturing Parenting Programming to households in Boulder County.
- I. As needed, contractor shall support participants in connecting with self-reliance benefits utilizing the Colorado PEAK online application and/or creating a Boulder County Connect (BCC) Account and encourage online system use for accessing case information, completing required actions on their cases and uploading documents.
- J. Contractor agrees to provide space for BCDHHS staff for enrollment in public benefits programs, the Low-Income Energy Assistance Program (LEAP), and for Family and Children Services (FCS) community-based family meetings (team decision-making meetings), when and if applicable.
- K. Contractor shall partner with BCDHHS staff in the implementation of the FRN, a two generational approach that seeks to develop a regional, integrated system of service delivery in partnership with schools, community-based organizations, city/county government, and ISDMC, a regional initiative focused on matching the appropriate level of service and support to participants through universal assessments, shared data systems, and evidence-based practices. This shall include:
 - a. Co-planning and facilitating monthly Local Area Collaborative meetings in partnership with BCDHHS staff to identify local services and needs, review referral processes, and track progress on collective outcomes with key service providers in Boulder.
 - b. Informing and supporting ISDMC through participation in the implementation and evaluation of the mid-level case management practice and co-creating a navigation approach.

3. TARGET POPULATION

The target population includes all individuals and families at risk in the Contractor’s geographic service area for Boulder County, including East Boulder County, which includes Lafayette, Louisville, Superior and Erie (in Boulder County). Contractor shall ensure that priority for services is provided to individuals and families within geographic service area who are at high risk or have unmet needs.

4. REFERRALS FOR SERVICE

- A. Contractor agrees to accept and prioritize referrals from BCDHHS (Family & Children Services, Community Support, Case Management & Community Outreach, IMPACT Care Management, and Housing divisions) and Boulder County Community Services, Area Agency on Aging and Workforce Boulder County for families needing services but not eligible or appropriate for BCDHHS or other county services.
- B. Contractor agrees to work collaboratively with BCDHHS and other community partners to

decrease the “eligible but not enrolled” population by working to ensure participants are enrolled in all self-reliance benefits for which they are eligible to receive.

- C. Contractor shall track referrals to supportive services using BCC referral feature, including referrals to intra-agency services.

5. MEETINGS AND COMMUNICATIONS

- A. BCDHHS and Contractor shall meet as needed to evaluate Contract usage and program effectiveness that may include:
 - i. Recommendations for modifications in the scope of services for this Contract;
 - ii. Technical assistance necessary to enable the performance of this Contract by Contractor; or
 - iii. The specification of necessary additional services to enable the Contractor’s performance of the services provided under this Contract.
- B. A fiscal review may be conducted up to two times during the Contract year.
- C. Through the FRN, Contractor agrees to work in partnership with BCDHHS and other Boulder County departments, governments, foundations, and nonprofit organizations providing health and human services to agree to a common core set of outcome indicators for Boulder County service providers that measure the impact of services for participants. This shall include attendance at and participation in meetings to discuss and review best practices and outcome measurements.
- D. Contractor is a core partner in the FRN and ISDMC and shall attend relevant meetings.
- E. Contractor staff shall participate in discussions about the development and expansion of the FRN in Boulder County.

6. DELIVERABLE REQUIREMENTS

- A. Program Level Reports: Quantitative reports for the Contractor (containing the data included in Exhibit E) will be produced and maintained by Boulder County using data submitted through Boulder County Connect. These reports shall be pulled by the County quarterly and sent to Contractor for review. Contractor shall ensure/confirm that BCC data is complete and accurate. In addition, the Contractor shall produce Quarterly narratives that identify key successes and challenges during the prior quarter and opportunities for improvement in the upcoming quarter. The reports shall also identify any changes in staffing impacting the Contract. Quarterly narratives shall be due on the 20th of the month following the end of each quarter. Subsequent reports to the initial quarterly report shall contain cumulative data and the 4th quarter report shall contain fourth quarter and annual totals. If Contractor is unable to meet reporting deadlines Contractor shall notify the County to request an extension.
 - a. Contractors will submit quantitative and qualitative reports as described in Exhibit E to Estiberson Parra Cordero (eparracordero@bouldercounty.gov) and HHS IMPACT Reporting at hhsimpactreporting@bouldercounty.gov
 - b. Boulder County will be responsible for pulling the associated demographic information from BCC.
- B. Contractor shall measure organizational outcomes through a variety of tools that shall include the FRCA Quality Standards Self-Assessment. The completed self-assessment shall be shared with BCDHHS annually.

- C. Contractor shall notify BCDHHS within 30 days of vacancies for positions funded under this Contract. Notification shall be sent in writing to Rory Thomes at rthomes@bouldercounty.gov.
- D. Contractor shall submit an annual qualitative report at the conclusion of each Contract term. Annual reports shall be submitted no later than the 20th of the month following the end of the Contract term. Reports shall be submitted to Estiberson Parra Cordero eparracordero@bouldercounty.gov and hhsimpactreporting@bouldercounty.gov.

7. **EVALUATION**

Contractor shall be active participants in establishing the outcome and evaluation framework for the FRN in Boulder County.

PAYMENT AND REPORTING REQUIREMENTS

1. BUDGET

- A. The total dollar amount for this Contract shall not exceed \$549,196. The approved budget is included as Exhibit B-1, Budget Form.
- B. Contractor has the discretion to transfer up to ten percent (10%) of the approved budget between the major direct cost budget categories without the approval of BCDHHS. Any budget transfer greater than ten percent (10%) requires prior written approval from an authorized BCDHHS representative.

2. PAYMENT AND REPORTING REQUIREMENTS

A. Monthly Invoicing

- i. BCDHHS shall provide Contractor with a monthly invoice template.
- ii. Contractor shall complete and submit monthly invoices and supporting documentation that supports the amount invoiced on/or before the twentieth (20th) calendar day following the reporting period, regardless of the level of activity or amount of expenditure(s) in the preceding report period.
- iii. Monthly invoiced expenses shall be for actual expenditures incurred by the Contractor.
- iv. BCDHHS shall not pay for vacant positions funded through this Contract.
- v. Monthly invoiced expenses may not be reimbursable by any other funding source.
- vi. Monthly invoices shall only include expenditures for the prior billing period. Any adjustments to a previously billed period need to be billed as an amendment to a previous invoice.
- vii. The invoice shall contain the name and title of the person authorized, or his or her designee, to submit claims for payment.
- viii. All invoices, supporting documentation, and applicable reports shall be submitted electronically to BCDHHS via email to:
hhsaccountingoffice@bouldercounty.gov and
rthomes@bouldercounty.gov

B. Supporting Documentation

- i. Monthly invoices shall be supported by a general ledger and/or sub-ledger detail generated from the Contractor's accounting system to include payee, description, date, and amount.
 - a. For participant services, participant name and purpose must be included (for those participants who have signed an authorization to release information).
 - b. For personnel requests, an excerpt of the payroll register from the paying system is appropriate. The payroll register should include staff name(s) or initials, period paid, salary and itemized employer-paid taxes and benefits.

- ii. Supporting documentation submitted with monthly invoices must meet or exceed the amount being invoiced.
- iii. Contractor shall keep on site for BCDHHS review, for the Contract term plus three years, the following supporting documentation for each invoice:
 - a. Non-personnel reimbursements must be supported by general ledger or sub-ledger detail generated from Contractor's accounting system.
 - 1. The ledger detail should include payee, description, date and amount.
 - 2. For participant services, participant name and purpose must be maintained on file (for those participants who have signed an authorization to release information).
 - 3. The documentation should include all receipts and/or other original support. Receipts are required for purchases from a single vendor more than \$100.
 - 4. Travel expenditures should include travel expense reports.
 - 5. Mileage will be reimbursed at a rate equal to or less than the IRS standard mileage rate.
 - b. For personnel requests, an excerpt of the payroll register from the paying system is appropriate. The payroll register should include staff name(s) or initials, period paid, salary and itemized employer-paid taxes and benefits.
 - 1. Staff working less than 100% on Contracted work may be required via a written amendment to maintain an accurate daily record of hours worked and correct charge codes. These records shall be made available to BCDHHS during financial review visits or upon request.
- iv. If Contractor does not produce sufficient documentation as described above at financial review visits, BCDHHS has the right to recapture any unsupported payments.

C. Payments

- i. Monthly invoices, supporting documentation, and all required deliverables as outlined in Section 6, Deliverable and Reporting Requirements must be submitted in a timely manner and in accordance with the terms of the Contract in order to receive payment.
- ii. BCDHHS will reimburse the Contractor within 30 days of receipt and approval of a fully supported and payable invoice. BCDHHS will follow-up with Contractor within 15 days of receipt should there be any questioned or unsupported costs.

D. Internal Controls

- i. Contractor shall maintain written internal control policies and procedures around financial and accounting practices, including procurement policies and procedures.
- ii. Confidentiality of Client Information and Records: Contractor shall

maintain best practices for safeguarding confidential information, including signed certification from Contractor's directors, officers and employees.

- iii. Conflict of Interest: Contractor shall maintain best practices regarding conflicts of interest, including signed certification from Contractor's directors, officers and employees.
- iv. Written policies and procedures shall be made available to BCDHHS during financial review visits or upon request. During the Contract term, BCDHHS will request to review your organization's procurement policy.

3. **SCHEDULE OF ATTACHMENTS:** The following attachments to this Exhibit are hereby attached and incorporated by this reference:

- i. Exhibit B-1, Budget Form
- ii. Exhibit B-2 Program Level Report

**EXHIBIT B-1
BUDGET FORM**

Boulder County Department of Housing and Human Services HSSN 2023 Budget	
Contract Term: 01/01/2024 to 12/31/2024	
Agency Name: Sister Carmen Community Center	
Program Name: Family Resource Center	
2024 Approved Amount	549,196
Once you have matched the award amount below, this should be "0" :	\$ 0
Feel free to add or change expense rows categories to this form	
DESCRIPTION	Budget of Line Item
Salaries <i>(list positions and indicate FTE allocated to each source and whether the person within the position is bilingual/bicultural or bilingual only)</i>	
Lead Bilingual Advocate (Bilingual/Bicultural)	\$ 40,450
Lead Bilingual Advocate (Bilingual)	\$ 40,450
Advocate (Bilingual/Bicultural)	\$ 39,650
Advocate Manager	\$ 29,450
Director of Programs	\$ 22,200
Digital Divide Program Coordinator (bilingual)	\$ 39,650
Community and Family Education Manager	\$ 33,990
Pathways to Economic Stability Coordinator (Bilingual/Bicultural)	\$ 25,100
Payroll Taxes & Benefits	\$ 36,950
Operating Expenses <i>(list costs including travel, rent, utilities, phone, postage, supplies, & printing)</i>	
Direct Financial Assistance	\$ 137,000
Transportation Assistance	\$ 6,000
Parenting Support and Education	\$ 4,000
Outreach Materials	\$ 2,000
Staff Development	\$ 2,000
Mileage	\$ 1,000
Maintenance and Repairs	\$ 23,106
Insurance	\$ 28,000
Utilities	\$ 25,000
Equipment <i>(list all costs)</i>	
Computers	\$ 2,400
Subcontractor/consultation services <i>(list individual costs)</i>	
Clinical Consultation (Bilingual/Bicultural)	\$ 10,800
Other Costs	
TOTAL Program Budget	\$ 549,196

**Exhibit B-2
Program Level Report**

Name of Organization:	Sister Carmen Community Center
Name of Program (should match funding award):	Family Resource Center
Name of Person Completing Report:	
Program staff email to use if questions arise:	

Boulder County will access demographic information from BCC

Quarterly Reporting Metrics	Q1	Q2	Q3	Q4
TOTAL Number of individuals served by Program				
TOTAL Number of Individuals served by residency				
Boulder				
Lafayette				
Louisville				
Longmont				
Erie				
Lyons				
Nederland				
Superior				
Jamestown				
Other Cities Inside Boulder County				
Homeless Inside Boulder County				
Other Cities Outside Boulder County				
Homeless Outside Boulder County				
Unknown				
TOTAL Number of clients served by Program by age				
0-5				
6-12				
13-17				
18-54				
55-91				
TOTAL Number of individuals served by Program - Race				
American Indian/Alaska Native				
Asian				
Black/African American				
Native Hawaiian or other Pacific Islander				
Mixed Race				
White/Caucasian				

Other				
Unknown				
TOTAL Number of individuals served by Program - Hispanic, Latino or Spanish origin				
No, Not of Hispanic, Latinx, or Spanish origin				
Yes, of Hispanic, Latinx, or Spanish origin				
Unknown				

Provider to complete section below:	Q1	Q2	Q3	Q4
TOTAL Number of households served by Program - Primary Household Language				
English				
Spanish				
Other				
Unknown				

TOTAL Number of households* served by Program				
Number of households with children ages 0-17				

* Note: single individuals living alone = 1 household

Programmatic Metrics:	Q1	Q2	Q3	Q4
<i>Number of resource/referral connections.</i>				
<i>% of progress on Standards of Quality Program Self-Assessment goal areas</i>				
<i># Staff training during the period</i>				

Quarterly Questions for Funders:
1. What % of program funding does this contract provide as a percent of the total program budget:
2. Please describe the ways in which this funding helps meet program goals:
3. Please briefly describe any gaps or areas of need that you are noticing emerge in the community:
4. This contract is funded by tax dollars. If you are able to share a success story of this program that we can share with the public, How do you know that the program is successful please provide a metric please do so here: