

Request For Proposals (RFP)

FIRST 5 SANTA CLARA COUNTY'S *SUPERIOR COURT and FAMILY RESOURCE CENTER INITIATIVE*



**Release date: February 8, 2010
Applications due date: March 25, 2010 by 5:00 PM***

For more information, please contact:
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*All dates throughout this RFP are subject to change at FIRST 5 Santa Clara County's discretion. Notice of any date change will be posted on FIRST 5 Santa Clara County's website: www.first5kids.org

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Representing Santa Clara County Board of Supervisors, District 2
Community Activist

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RFP APPLICATION PROCESS AND TIMELINE

ACTIVITY	DESCRIPTION	DATE
RFP Release Date	<p>Applications are available online at www.first5kids.org, and hard copies are available for pickup at:</p> <p style="text-align: center;">FIRST 5 Santa Clara County 4000 Moorpark Avenue, Suite 200 San José, CA 95117</p>	February 8, 2010*
Bidders Conference	<p>The Bidders Conference is designed to review all elements of the RFP Packet and application process. Attendance is strongly encouraged.</p> <p style="text-align: center;">Location: FIRST 5 Santa Clara County Community Room 4000 Moorpark Avenue, Suite 200 San José, CA 95117</p> <p>Please call to RSVP at (408) 260-3700 or email martha@first5kids.org by February 12, 2010.</p>	February 17, 2010 10:30 AM–12:30 PM*
Technical Assistance Questions & Answers	<p>Questions regarding the application should be addressed via email to melanie@first5kids.org no later than March 4, 2010. All questions and responses will be posted on FIRST 5 Santa Clara County's website: www.first5kids.org.</p>	February 8 to March 4, 2010*
Deadline for Submission of Applications	<p>Completed hardcopy applications must be hand delivered to:</p> <p style="text-align: center;">FIRST 5 Santa Clara County Attn: Melanie Daraio, Program Manager 4000 Moorpark Avenue, Suite 200 San José, CA 95117</p> <p>Submit one (1) original Application Packet and eight (8) additional hard copies.</p> <p>Application Packet must include all elements listed in the Application Checklist - Application Cover Sheet, Project Narrative, and Required Forms and Attachments. Upon delivery of completed application packet, a receipt of acceptance will be issued with date/time stamp.</p>	<p>March 25, 2010 by 5:00 PM*</p> <p>Applications received after the 5:00 PM deadline will not be reviewed or considered for funding.</p>
Application Review	<p>Complete applications submitted by the deadline will be reviewed by a diverse panel of experts who will provide recommendations to the Executive Director of FIRST 5 Santa Clara County. The review panel may interview selected applicants to obtain additional information or clarify outstanding questions or concerns.</p>	Between March 26 and April 19, 2010*

ACTIVITY	DESCRIPTION	DATE
Oral Interview	Applicants must be available to participate in an oral interview with the review panel, if so requested.	April 20, 2010*
Initial Award Recommendation Letter	Initial Award Recommendation Letter will be mailed to recommended funded applicant. The Executive Director of FIRST 5 Santa Clara County will recommend the applicant to be funded to the FIRST 5 Santa Clara County Commission.	April 26, 2010*
Appeal Process	<p>Applicants wishing to appeal the decision have five (5) working days from the release of the initial award recommendation letter to file an appeal in writing. Letters of appeal must be sent to:</p> <p style="text-align: center;">Jolene Smith, Executive Director FIRST 5 Santa Clara County 4000 Moorpark Avenue, Suite 200 San José, CA 95117</p> <p>Grounds for appeal are limited to a violation of a FIRST 5 Santa Clara County procedure, law, rule, or regulation regarding this RFP process. Appeals will not be accepted on any other grounds. Appeals will only be considered if received in the FIRST 5 Santa Clara County office by 5:00 PM on the fifth working day from the receipt of the Initial Award Recommendation Letter.</p>	TBD
Funding Decision	The FIRST 5 Santa Clara County Commission will make a final decision to fund an agency at their Commission meeting.	TBD
Contract Negotiations	Staff will begin contract negotiations with the agency selected to provide services as outlined in the allocation plan and final budget approved by the FIRST 5 Santa Clara County Commission.	May 2010*
Anticipated Contract Start Date	Initial term of the contract.	July 1, 2010*

**All dates are subject to change at FIRST 5 Santa Clara County's discretion. Notice of any date changes will be posted on FIRST 5 Santa Clara County website www.first5kids.org*

PART I – GENERAL APPLICATION INFORMATION

Grant Summary: Superior Court and Family Resource Center Initiative

Grant Sponsor: FIRST 5 Santa Clara County

Eligible Applicants: Non-Profit, For Profit, or Public Agencies.

In addition, **organizations responsible for implementing the Court Specialist Program component of this RFP must also be a Santa Clara County Mental Health Department approved Medi-Cal Provider.**

Duration of Grant: Up to 3 Years

Total Award: A total of up to \$795,000 annually for 3 years has been allocated to provide services to children and families throughout Santa Clara County.

Number of Awards: 1

Application Deadline: March 25, 2010, 5:00 PM

Purpose: The purpose of this initiative is to ensure that children and families within the Superior Court System will have the necessary health, developmental and social underpinnings to assist their success in life.

Use of Funds: Funds from this award will be used for: 1) Hiring Court Specialists and a Supervisor, who will help families navigate the court service system; conduct developmental screenings; and coordinate with a network of local service providers to secure access to court-ordered programs, services, and activities for families and their children under age 6; and 2) Operating a Family Resource Center in the downtown San Jose area, and hiring Community Workers that can provide programming at the Center that will benefit families, with children under age 6, in the neighboring area, including accessing court-ordered services.

Contact: Melanie Daraio, Program Manager, (408) 260-3700, melanie@first5kids.org

A. Overview of FIRST 5

Overview of First 5 California (Proposition 10)

On November 3, 1998, California voters approved Proposition 10—the Children and Families First Act (Act). The Act increased sales tax on cigarettes and other tobacco products by 50 cents to fund early childhood development and smoking prevention and cessation programs. Specifically, the purpose of the Act is to:

- Promote, support and improve the early development of children prenatal through age 5;
- Establish and coordinate comprehensive, integrated programs emphasizing community awareness, education, nurturing, child care, social services, health care, and research; and
- Provide for greater flexibility in designing effective service delivery systems and eliminating duplication.

A state Commission and a local Commission in each County was created to administer approximately \$500 million annual funding generated by the Act. Eighty percent (80%) of the available revenues are allocated annually to County commissions. As of 2009, FIRST 5 Santa Clara County receives approximately \$19 million annually to develop and administer programs and services for children prenatal through age 5 and their families.

Since 2000, First 5 programs across the state have made educating parents and caregivers about the importance of the first five years and the critical role they play in their child's development a high priority. In doing so, all First 5 counties are ensuring California's children are born healthy, raised in nurturing homes and ready to succeed in school.

Overview of FIRST 5 Santa Clara County

FIRST 5 Santa Clara County was formed when the voters approved Proposition 10 in November 1998.

The FIRST 5 Santa Clara County Commission is an independent body made up of nine members. The nine-member commission has adopted the following Vision, Mission and Core Values:

Vision: FIRST 5 Santa Clara County will be a catalyst for ensuring that the developmental needs of children prenatal through age 5 are a priority in all sectors of the community.

Mission: FIRST 5 Santa Clara County supports the healthy development of children prenatal through age 5 and enriches the lives of their families and communities.

Core Values: Collaboration, Innovation, Excellence, Accountability and Respect

B. History of Allocations and Strategic Direction

In June 2000, FIRST 5 Santa Clara County presented its first Strategic Plan, “A Chance for Every Child.” Over the course of the next few years, the organization focused on building an infrastructure and developing community partnerships and relationships to best support their community investments. Some of these initiatives were driven by First 5 California funding requirements, while others were developed from community planning and recommendations.

Since its inception, FIRST 5 Santa Clara County has funded many innovative and important programs. Whether these programs were designed to serve children throughout the county, or targeted to those families with children at greatest risk of poor developmental outcomes, FIRST 5 Santa Clara County’s goal of demonstrating durable impact and sustainable changes has been unwavering.

In 2006, the FIRST 5 Santa Clara County Commission released a revised Strategic Plan that recognized key findings from its child development research. At the core of this plan is that children do not develop in isolation, but within a set of social systems that are focused on the healthy development of the child. As an organization, FIRST 5 Santa Clara County believes an ecological approach is critical to effectively meet the needs of all children and their families (see below). Therefore, FIRST 5 Santa Clara County funds programs and services along a continuum from primary prevention and education through intensive treatment and support that demonstrate how these services work within this ecological framework.



Circles of Influence by Dr. Urie Bronfenbrenner

From 2006-2009, FIRST 5 Santa Clara County worked diligently with community partners to allocate Proposition 10 funds through a community investment approach that served children and families countywide, as well as children at greatest risk of poor developmental outcomes.

In 2009, national, state and local fiscal challenges have negatively impacted and will continue to impact FIRST 5 Santa Clara County, our partners and more importantly, our families and children. As a result of these fiscal challenges and reduction in annual allocation, FIRST 5 Santa Clara County was forced to reduce its community investment by approximately 20% from Fiscal Year 2008-2009 to Fiscal Year 2009-2010. Based on this fiscal reality, along with analysis of current investments, declining revenue and community input, the FIRST 5 Santa Clara County Commission approved a program planning framework in May 2009 that established priority areas for future funding. These priorities include:

- Children's Health
- Screening, Assessment, Referral and Treatment Services
- Early Care and Education
- Family Support and Strengthening

Prioritizing areas of service ensures FIRST 5 Santa Clara County has the capacity to continue funding countywide programs designed to serve all children in the county prenatal through age 5 while providing intensive services that focus on our county's most vulnerable children. These funding priorities are in alignment with FIRST 5 Santa Clara County's goal areas and continue the work outlined in the FIRST 5 Santa Clara County Strategic Plan. Furthermore, they are also in alignment with the voter approved language in Proposition 10: to ensure California's children are born healthy, raised in nurturing homes and ready to succeed in school.

FIRST 5 Santa Clara County funds countywide education and awareness campaigns designed to provide primary prevention information to all sectors of the county regarding a child's need to grow healthy and be ready for school and life.

FIRST 5 Santa Clara County is continuing work with the Santa Clara County Mental Health Department, Santa Clara County Social Services Agency, community service providers, Santa Clara County Office of Education, Superior Court of California – County of Santa Clara and local school districts to ensure that children with known or suspected delays and behavioral concerns are identified and served—thus ensuring that early intervention, treatment and support systems are in place for identified children who are least likely to succeed in school without appropriate intervention.

FIRST 5 Santa Clara County also funds early care and education opportunities through the Power of Preschool (PoP) Initiative. Working in collaboration with WestEd/E3 Institute, this initiative ensures children living in targeted communities/school districts have access to high-quality early care and education environments.

Funding released through this RFP process will address two critical components of FIRST 5 Santa Clara County's Strategic Plan:

1. Ensuring that home/community-based, targeted prevention and early intervention strategies are in place throughout Santa Clara County; and
2. Ensuring best practice strategies are in place to support the healthy development of a child, as demonstrated by the first and primary Circles of Influence in a child's life--- *family and community* in the ecological approach (see page 8).

C. Introduction and Purpose

A **vision** of every child, thriving—physically, emotionally, intellectually and socially— inclusive of all social and economic status, culture, life experience and special needs is the foundation on which the Superior Court and Family Resource Center Initiative is built.

The **purpose** of this initiative is to ensure that children and families involved with the Superior Court System, specifically Family Court and Dependency Drug Treatment Court (DDTC), have the necessary health, developmental and social underpinnings necessary for success in life. This Initiative will:

- Ensure families have access to quality programs, services and activities;
- Coordinate prevention, intervention, and intensive intervention services for children, prenatal through age 5 and their families;
- Secure access to multiple programs, services and activities identified by families;
- Foster community collaboration to ensure coordination exists among available service agencies and existing infrastructures; and
- Connect families to a FIRST 5 Santa Clara County Family Resource Center in order to provide community support and services that contribute to children's readiness for school success.

The Superior Court and Family Resource Center Initiative is an expansion of the initial Family Court Care Management Initiative that was implemented in 2002. In 2006, FIRST 5 Santa Clara County dedicated staff to implement and build upon the existing program through enhancements which included developmental screening and referrals for further assessment and intervention services. The original initiative began with serving children and families in one Family Court location at 170 Park Center Plaza, San Jose, CA 95113.

Four factors have now contributed to a revision and an expansion of the previous model:

- The desire to capitalize on the successes and lessons learned while integrating the initial Superior Court initiative into the larger FIRST 5 Santa Clara County System of Care.
- The desire of the community to have access to a place that is close to the Court where they can connect and access services in the downtown area, specifically the 95112 zip code.
- Repeated requests from judges in other courts for a service system that would support the many families coming through their courts with very young children.
- The desire to sustain services that are provided to families involved in the court system through leveraging the selected applicant's ability to bill Medi-Cal, for the Court Specialist component.

Working in partnership with identified courts, the organization(s) selected through this RFP will provide services and supports for families with young children experiencing

developmental concerns or at-risk of suffering from exposure to emotional/physical abuse, high conflict relationships and/or other high-risk behaviors by their parents/caregivers.

Judges in both Family Court and Dependency Court readily endorse the FIRST 5 Santa Clara County Superior Court and Family Resource Center Initiative with the recognition that services and supports must be appropriate, available and accessible in the community so parents can focus on building a solid foundation at home with which to raise their children.

Profile of Children and Parents in the Superior Court Family Court System

Each year approximately 2,500 families are referred to Family Court Services (FCS). Forty-two percent (42%), or 1,050 of the families¹, have a child five-years-old or younger who is the subject of a custody and/or visitation dispute and are currently served by the Family Court System. The majority of these families will be engaged and referred into the FIRST 5 Santa Clara County System of Care.

Family Court Demographics

The results of the Judicial Council's Center for Family, Children and the Courts Statewide Uniform Statistical Report System (SUSRS) 2003 Client Baseline Study reveal that:

- 40% of the families with children five-years-old and under are experiencing problems related to physical or sexual child abuse, child neglect or abduction, substance abuse or domestic violence.
- There are an estimated 700 families with children five-years-old and under who appear in FCS annually and are experiencing serious problems (high conflict, substance abuse, domestic violence and child abuse) which are detrimentally impacting their children.
- When FCS identifies the existence of a serious problem, the family will agree to and/or the court will recommend participation in community services aimed at enhancing the safety and welfare of the children and improving parental responsibility and functioning.

According to the Santa Clara County Superior Court, Office of Family Court Services, a variety of characteristics influence the development and lives of children and families who are involved with the family court system:

- Children are often caught in the middle of their parents' disputes. As a consequence of the conflict, the parents lose perspective of their children's needs.
- From the total population of 2,500 families involved in FCS in Santa Clara County, over 1,810 parents² apply annually for domestic violence restraining orders in Family Court.
- Every week, a judge hears 34 cases involving families for issues of Temporary Restraining Orders³:
 - Over one-third of the parents do not speak English.
 - Over two-thirds of the respondents are involved in the criminal justice system for spousal abuse and child endangerment.
 - Most of their children are very young.
 - In 98% of the cases the parents are self-represented.

¹ Statewide Uniform Statistical Report System (SUSRS), 2003

² Annual filings by families of domestic violence, 2005

³ Domestic Violence calendar, Civil Harassment Calendars, 2005

See additional parent demographics in Appendix A.

Profile of Children and Parents in Dependency Drug Treatment Court (DDTC)

In the ten years that DDTC has been in place, approximately 400 parents have voluntarily entered DDTC and been served. The capacity of the DDTC has remained at approximately 65 parents at any given time. It takes a minimum of one year for a parent to graduate from DDTC.

Local data show that 80% of parents involved in the Santa Clara County Dependency Court system, including DDTC, have substance abuse problems and their children have been exposed to substance abuse during some or all of their lives.

During 2005-2006, there were 905 substantiated child abuse and neglect cases involving children under the age of three. Of those, 620 involved parental substance abuse.

Case reviews of 417 women with positive toxicology test screens over a 3.5 year period found almost one-third had received no prenatal care, and an additional 21% had made only one prenatal medical visit. Approximately 25% gave birth to low-weight infants. Almost half were assessed as "high level of risk" as a result of substance abuse. Other areas of concern included: alcohol use (8%), attachment and bonding (6%), domestic violence (4%), housing (8%), parenting skills (14%), partner/family substance abuse (9%), sexual abuse (1%), STDs (1%), and tobacco use (9%). This same data show that more than one-third of these children entered the foster care system. (*Santa Clara County Social Services Agency, 2006*)

D. Approach

FIRST 5 Santa Clara County is seeking proposals from organizations, either as a sole applicant or applicants as collaborative partners, to develop, coordinate and implement the ***Superior Court and Family Resource Center Initiative***. The implementation of this Initiative will occur throughout Santa Clara County.

Through a two component approach, FIRST 5 Santa Clara County is seeking proposals from applicants who demonstrate their capacity to implement and successfully manage this Initiative. The two program components will work in tandem to provide outreach, engagement, education and resources for families with children prenatal through age 5.

The program components are:

- **Component 1: Court Specialist Program**
- **Component 2: Family Resource Center (FRC)/ Community Worker (CW) Program**

Applicants may apply as follows:

- One organization may apply to implement both Component 1 and Component 2 (i.e. Organization A applies to implement both the Court Specialist Program and FRC/CW Program) **OR**

- A joint application may be submitted by one or more organizations partnering together. Under a joint application, only one organization may propose to implement Component 1 and Component 2 may be implemented by one or more organizations. (i.e. One application is submitted stating that Organization A will implement the Court Specialist Program and Organization B will implement the FRC/CW program **OR** One application is submitted stating that Organization A will implement the Court Specialist Program and Organization B and Organization C will implement the FRC/CW program).

Component 1: Court Specialist Program

Through the partnership of FIRST 5 Santa Clara County, Superior Court, Family Court Services, and Dependency Drug Treatment Court (DDTC), the **Superior Court and Family Resource Center Initiative** was developed in response to the complex needs of families participating in these court systems. The program design was guided by the following principles:

- Builds on family and community assets
- Voluntary family participation
- Child-focused, family-centered decision-making
- Inclusive and culturally competent
- Collaboration between agencies and systems

The program design consists of Court Specialists who will help families navigate the court system, conduct developmental screenings, coordinate with FIRST 5 Santa Clara County System of Care services, and interface with a network of local service providers to secure access to court-ordered programs, services, and activities for families and their children. Court Specialists will also be responsible for connecting families to a Family Resource Center that will provide services to court families.

Outreach to Families in the Court

The identification of, and outreach to, families involved in the court system will be a joint effort between Family Court/DDTC and Court Specialists. Families with court-ordered services will be referred to the Court Specialist Program at different stages in the court system process. Families access the Court Specialist Program when they connect with Court Specialists that are stationed at the court or are located at a FIRST 5 Santa Clara County Family Resource Center. See Appendix B for locations. Judges may directly refer families to Court Specialists available in the courthouse for immediate personal access.

Families are also referred to Court Specialists by the following sources:

- Family Court/DDTC Judges and Commissioners
- Superior Court Self-Help Center Staff
- Restraining Order Help Desk
- Voluntary Self-Referral
- Family Court Services Mediators/Domestic Violence Advocates and their supervisors or Attorneys

The contracted agency will work in partnership with FIRST 5 Santa Clara County and Family Court/DDTC and be responsible for the following:

- Hiring, supervising and training Court Specialists and one Clinical Supervisor.
- Hiring Court Specialists who have a BA/BS and relevant experience working with families and children.
- Hiring a Court Clinical Supervisor who is a licensed mental health provider and possesses relevant experience working with families and young children.
- Ensuring the coordination and integration of the FIRST 5 Santa Clara County System of Care and linking families to other programs and services.
- Providing cell phones and laptops for Court Specialists for contacting families and for recording case notes and data collection purposes.
- Developing a sustainability plan for long-term work in the Court and Family Resource Center.
- Developing a data collection and evaluation and plan.
- Billing Medi-Cal for services provided by Court Specialists.

The estimated target population to be served through this RFP in Family Court and DDTC is 1,500 families, including 2,250 children under age six, annually. The responsibilities of the Court Specialists will include but are not limited to the following (see Appendix C for the complete list of duties and qualifications for a Court Specialist):

- Make presentations at Family Court Services Parent Orientation classes to outreach to all families having at least one child under the age of 6.
- Assist families, who have at least one child under the age of 6, in securing needed services, for a maximum duration of 60-90 days.
- Provide assistance through phone contact, in-person at court and through home visits when appropriate.
- Help families navigate the appropriate court system and connect families with needed resources and services.
- Conduct developmental screenings on each child under age six, utilizing the ASQ and ASQ:SE, and based on the results, refer children into KidConnections and the FIRST 5 Santa Clara County System of Care.
- Attend monthly court systems' meetings and have access to all Family Court/DDTC Services staff to discuss individual family's needs and develop strategies to best serve the family.
- Attend regular court staff meetings, as appropriate.
- Inform and refer families to appropriate service providers, personally assisting them in connecting with and securing those services, and assisting them in applying for program available subsidies where appropriate.
- Refer families to a FIRST 5 Santa Clara County funded Family Resource Center that is located in downtown San Jose near the court or is closest to where they live.

The responsibilities of the Court Clinical Supervisor will include, but are not limited to the following (see Appendix C for the complete list of duties and qualifications for the Court Clinical Supervisor):

- Manage, supervise and oversee implementation of the Court Specialist Program.
- Work closely with Court Specialists to develop and oversee implementation of outreach and engagement strategies and provide clinical expertise and support on issues families in Family Court/DDTC are experiencing.

- Lead, coordinate and promote interagency collaboration and interface amongst community agencies, and leverage programs, services, activities and resources.
- Work closely with judges and court staff to develop and oversee implementation of all program evaluation and assessment processes including data collection.
- Provide resource and referral for parents/caregivers and collaborative partners to FIRST 5 Santa Clara County System of Care services, as needed; and
- Develop a sustainability plan for continuation of programming and services.

Selected organization(s) must maintain adequate space within their own facilities to house Court Specialist Program staff. However, Court Specialists will primarily be located in six court houses and one FIRST 5 Santa Clara County Family Resource Center. See Appendix B for locations.

Component 2: Family Resource Center/Community Worker Program

The second component of this Initiative is the Family Resource Center/Community Worker Program (FRC/CW). The Family Resource Center (FRC) will be located in San Jose (95112), focused on the downtown area, preferably within a three mile radius of Family Court (170 Park Ave., San Jose, CA). See Appendix D for downtown San Jose zip codes and areademographics. FIRST 5 Santa Clara County's guiding principle for the Family Resource Center is the following: that the FRC is community-based, family friendly, culturally relevant, includes coordinated services and has flexible hours to accommodate families.

The function of the FRC will be to engage families from the downtown San Jose area (95112), including those receiving services through Court Specialists, and link them to needed services. The Family Resource Center will provide a continuum of programs, services and activities from prevention to early intervention for families with children under age 6. This FRC will be a "hub" for families and community by providing an array of activities for children under age six and their families in a safe, clean, high-quality and multi-service environment, which may include, but is not limited to:

- Space for Court Specialists and Community Workers to connect with and engage families.
- Space for parent support groups, supervised visitation, and court-ordered parent workshops.
- Space for families to meet with lawyers, advocates or social workers from the Department of Family and Children Services.
- Space for other community partners to provide support and services to families in the community, including those involved in the court system.
- Opportunities for early childhood development activities, such as art and creative expression, oral language and literacy development, physical and motor development, and social skill development.
- Information and referral services.
- Resources for parent education and skill development related to their child's healthy development.
- Opportunities for children to be screened for oral health and developmental delays.

In order to effectively meet the needs of families and their children, it is important that all FIRST 5 Santa Clara County FRC facilities meet minimum quality standards. The FRC must:

- Comply with the Americans with Disabilities Act (ADA) and all government health and safety regulations.
- Maintain a clean, safe and high-quality environment by ensuring regular maintenance, janitorial and landscaping services.
- Appropriately accommodate small group and individual children and adults activities, and office space for FRC staff to conduct regular business functions.
- Be located in the downtown San Jose area (95112), preferably within a three mile radius of Family Court (170 Park Ave., San Jose, CA). See Appendix D for downtown San Jose zip codes and area demographics.
- Be open during non-traditional business hours, including evenings and school holidays/vacations.
- Be designed and set-up appropriately for the diverse cultures, languages and ages of children and families in the community, and inclusive of those with special needs.
- Include restrooms and sinks that are easily accessible to families and their children, in particular for those with special needs.

Applicants must demonstrate that they have secured or are able to secure a facility to operate as a FRC, that:

- Meets all of the minimum qualities of standards listed above
- Has a long-term agreement or plan for use of space (3 years or longer)
- Is located in the downtown San Jose area (95112), preferably within a three mile radius of Family Court (170 Park Ave., San Jose, CA). See Appendix D for downtown San Jose zip codes and area demographics.

It should be noted that at the time of release of this RFP, FIRST 5 Santa Clara County is working with municipalities within Santa Clara County that operate community centers, in an effort to secure space that may be programmed with the FRC activities listed above. It is FIRST 5 Santa Clara County's intent to create a sustainable FRC. FIRST 5 Santa Clara County reserves the right to select FRC sites that meet minimum quality standards and are sustainable.

The FRC will be operated by a Family Resource Center Coordinator. See Appendix C for the complete list of duties and qualifications for a Family Resource Center Coordinator.

Outreach to families and programming at the FRC will also be provided by Community Workers (CWs). CWs shall provide promotion, prevention and early intervention information, resources and support to families with children under age six through a range of activities focused on school readiness, health and early literacy. The following are examples of activities: FRC activities, coffee talks, workshops, neighborhood association meetings, brief home visits, fairs, etc. However, CWs will not manage the care of families and/or provide case management services. See Appendix C for the complete list of duties and qualifications for a Community Worker.

E. Eligible Applicants

In order to apply for funding, applicants must be in business for at least one (1) year as of July 1, 2008, and must be:

- A private non-profit agency with tax-exempt status under Section 501 (c)(3) of the IRS Code and Section 23701d of the California Revenue and Taxation Code; or
- A private for-profit agency; or
- A public agency

Applicants must provide evidence of non-profit status (if applicable).

In addition, the following is required:

- A single organization that is applying under this proposal to implement both Component 1 and Component 2 must be a Santa Clara County Department of Mental Health approved Medi-Cal provider in order to bill for, and implement, the Court Specialist Program component; **OR**
- For collaborating organizations submitting a joint application, where Organization A proposes to implement Component 1 (Court Specialist Program) and one or more organizations propose to implement Component 2 (FRC/CW Program): Organization A must be a Santa Clara County Department of Mental Health approved Medi-Cal provider in order to bill for and implement the Court Specialist Program component.

FIRST 5 Santa Clara County reserves the right to deem applicants ineligible for consideration due to any failure to conform to prior contractual responsibilities including but not limited to:

- Material breach of agreement
- Violation of any applicable laws
- Failure to provide services to FIRST 5 Santa Clara County's satisfaction
- Misappropriation of funds

An applicant who is deemed ineligible will be notified of such determination and the reason for the determination. The applicant may submit information to counter the determination within five (5) working days of the notification of ineligibility. FIRST 5 Santa Clara County shall review the submitted information and either confirm the ineligible determination or accept the proposal for review. FIRST 5 Santa Clara County's decision in this matter is final.

F. Experience, Qualifications and Requirements

Component 1: Court Specialist Program

Applicants must clearly demonstrate organizational expertise, capacity, competency and effectiveness in:

1. Working collaboratively with multidisciplinary service providers, key stakeholders, community members and families, such as:

- Family Court and Dependency Drug Treatment Court systems
 - Early care providers and educators
 - Faith-based organizations
 - Preventive and early health care educators and providers
 - Mental Health Providers
 - Social Services Agency
 - Businesses and business associations
 - Formal and informal networks (i.e., religious organizations, parent/peer groups, neighborhood associations, etc.)
 - Support systems/providers serving families and their children under the age of 6 with disabilities, developmental delays, and other special needs
2. Identifying and engaging families from diverse communities who demonstrate a need for family and children information, resources and services.
 3. Gathering and sharing county, regional and neighborhood information about resources, services and opportunities available for children, prenatal through age 5, and their families.
 4. Leveraging Medi-Cal and EPSDT funds.
 5. Experience addressing the needs of families who are managing substance abuse, domestic violence and/or mental health issues.

Component 2: Family Resource Center/Community Worker Program

Applicants must clearly demonstrate organizational expertise, capacity, competency and effectiveness in:

1. Working collaboratively with multidisciplinary service providers, key stakeholders, community members, and families, such as:
 - Early care providers and educators
 - Faith-based organizations
 - Preventive and early health care educators and providers
 - Businesses and business associations
 - Formal and informal networks (i.e., religious organizations, parent/peer groups, neighborhood associations, etc.)
 - Support systems/providers serving families and their children under the age of 6 with disabilities, developmental delays and other special needs
2. Identifying and engaging families from diverse communities who demonstrate a need for family and children information, resources, and services.
3. Gathering and sharing county, regional and neighborhood information about resources, services and opportunities available for children, prenatal through age 5, and their families.

If a single organization is applying to implement both Component 1 and Component 2, the organization is expected to demonstrate all of the above competencies.

G. Training and Workforce Development

Selected applicants agree to participate fully in training and workforce development sessions as identified by FIRST 5 Santa Clara County and in collaboration with Family Court/DDTC. Sessions may be provided by FIRST 5 Santa Clara County through the Community of Learning, local community colleges and universities, or other public agencies and community organizations. Such trainings afford all staff the opportunity to participate in cross-disciplinary learning, learn key messages, develop and strengthen core competencies, and learn best practice strategies. The goal is to increase the capacity, knowledge and skills of staff as well as that of families and community---thereby building the capacity of the entire community to promote and foster the healthy development of all young children.

The initial schedule of workshop and training events will be finalized in coordination with the applicant(s) selected from this RFP process. Specific information on the FIRST 5 Community of Learning training calendar will be posted on www.first5kids.org as soon as it becomes available. The following are examples of topics that may be offered by the Community of Learning:

- FIRST 5 Santa Clara County Mission, Vision, Goals and Core Values
- FIRST 5 Santa Clara County Community Investment Strategy, including information on funded programs
- Ecological approach to family/child development
- Family Court and Dependency Drug Treatment Court Systems Overview
- Core competencies for an Infant-Family and Early Childhood Mental Health Core Provider (see <http://www.idaofcal.org/pdf/training-guidelines8-11-09.pdf>)
- Family support services
- Resource information available to families
- 6 Early Childhood Developmental Assets
- Triple P - Positive Parenting Program
- Celebrating Families
- Cultural competency and inclusion
- Health Insurance information and enrollment
- Research and best practices related to early childhood development

H. Funding Allocation and Contract Terms

The FIRST 5 Santa Clara County Commission has allocated up to \$795,000 each year for 3 years to fund one proposal, which may be submitted by one or more organizations collaborating together under a joint application, to provide services throughout Santa Clara County. It is the intent of FIRST 5 Santa Clara County to fund one qualified proposal (either as a single organization proposing to provide both components or as one organization proposing to implement Component 1 and partnering with one or more organizations collaborating together to implement Component 2). Funding for the **Superior Court and Family Resource Center Initiative** is based on a 3-year award cycle, with yearly contract renewals contingent upon the following:

- Availability of funds and approval by the FIRST 5 Santa Clara County Commission;
- Satisfactory achievement of contractual goals; and
- Continuous alignment of services with FIRST 5 Santa Clara County Strategic Plan, goals and strategies.

The term of the initial contract for this service is based on a 3 year cycle to begin July 1, 2010 and extend through June 30, 2013; contract(s) will be entered into on an annual basis. It should be noted that if two or more organizations propose to collaborate together under a joint application, and it is funded, then FIRST 5 Santa Clara County will execute separate contracts for each organization listed in the application.

PART II – PROPOSAL CONTENT

PROPOSAL NARRATIVE – STATEMENT OF QUALIFICATIONS

All single applicant and collaborating applicants shall complete sections A, B and C below, and answer the corresponding questions under each section. The total proposal narrative section for both components **total**, shall not exceed **twenty-eight (28) pages**, excluding the required forms and attachments. All pages exceeding twenty-eight pages will be removed from the application and will not be reviewed. Please note that if an application has more than one partnering organization under Component 2, the two page maximum for Section B.3., Budget and Fiscal Responsibility, will apply for each partnering organization.

A. Component 1: Court Specialist Program

** Please note Component 1 may be implemented by one organization only*

1. Applicant's Organizational Capacity (20 points)

Note: 4 page maximum for this section

In completing this section, indicate your organization's qualifications and capacity in the following areas. *Please note that "organization qualifications" implies that all staff members funded through this Initiative possess the qualifications necessary to perform the duties to which they are assigned.*

Describe how your organization is uniquely qualified to manage the Court Specialist Program, addressing the following items:

- History of the organization including all relevant experience as it pertains to the Court Specialist Program and the number of years of service provision
- Scope and range of services provided by your organization
- Organization's history of performance, expertise, experience, effectiveness and knowledge providing the same or similar services as the Court Specialist Program
- Experience serving families with diverse cultures and languages
- Experience serving families experiencing a range of socio-economic challenges such as limited income, lack of transportation, housing and basic needs
- Experience serving caregivers and/or guardians of young children
- Experience serving young children involved in the court system
- Organization's experience with linkages to the target population and ties to other grassroots and community organizations that could benefit court-impacted families, including, but not limited to, faith-based groups, early care and education sites and schools, neighborhood associations, parks and recreation facilities and community/family resource centers
- Experience serving families who are managing substance abuse, domestic violence and/or mental health issues, or experiencing high conflict or are trauma-exposed
- Experience collaborating with mental health agencies or Santa Clara County Social Services Agency – Department of Family and Children Services
- Experience as a Santa Clara County Mental Health Department approved Medi-Cal provider

2. Court Staff Qualifications (20 points)

Note: 5 page maximum for this section

- a. Provide a list of all staff positions that will support the delivery of the Court Specialist Program, including those in-kind. Identify current staff, their titles, any degrees and licenses they possess, their language and cultural competence, the proposed percentage of time allocated to their tasks/responsibilities for this program, and the role they would play in this program. **Attach résumés for each staff person involved with this program. The majority of staff employed as Court Specialists must be bi-lingual (English/Spanish or English/ Vietnamese) in order to meet the needs of the court population.**
- b. Review the position description for the Court Clinical Supervisor in Appendix C. Identify the supervisor for this program; his/her job title, and how his/her experience meets the responsibilities and qualifications listed in the job description.
- c. Review the position description for the Court Specialist in Appendix C. Identify any current staff that would serve in this role and their current job title.

Describe how your current staff, who would be working as Court Specialists, has experience and knowledge in:

- Working with Family Court/DDTC populations
 - Providing early childhood development services and activities to meet the diverse needs of families, inclusive of offering services during times that meet families needs
 - Serving the diverse socio-economic, language and culture of the target population
 - Serving families with children, prenatal through age 5, inclusive of children with special needs and developmental delays
 - Collaborating with other agencies: court system, early care and education providers, agencies serving children with special needs and developmental delays, Santa Clara County Social Services Agency, Department of Mental Health, community members and grassroots coalitions
 - Working with families who are managing substance abuse, domestic violence, and/or mental health issues
 - Addressing infant/toddler social-emotional and mental health issues and working with their families in alignment with Infant-Family and Early Childhood Mental Health Provider core competencies
 - Medi-Cal or EPSDT billing
- d. If your agency does not currently have the staff capacity to serve the diverse language(s) and culture(s) of the children and families of the targeted population, describe your plan, including timeline, for meeting this critical need.

3. Budget and Fiscal Responsibility (15 points)

Note: 2 page maximum for this section (excluding forms and attachments)

- a. Please describe the following:

- Accounting department personnel including names, titles, background and experience
- Accounting system and record-keeping process
- How applicant controls, records and segregates expenditures for different funding sources
- Invoicing process including source documentation requirements and approval process

b. Submit/attach the following:

- Completed Annual Proposed Budget Forms: Form B1 (Court Specialist Component) and Form B3 (Match Form), if applicable
- Most recent audited financial statements for the past two fiscal years
- Most recent annual agency budget, which should include a comprehensive list of all revenue and projected expenditures for the year

Scoring breakdown and criteria for this section includes:

- Demonstration of core fiscal competencies and adequate fiscal controls – 4 points
- Quality and completeness of budget (Form B1 and Form B3, if applicable)– 7 points
- Financial viability assessment (based on financial statements and agency budget) – 4 points

4. Data Collection and Evaluation (5 points)

Note: 1 page maximum for this section

As a condition of funding, applicant commits to abide by the data collection and evaluation requirements established by FIRST 5 Santa Clara County for this Initiative. Selected applicants agree to work with FIRST 5 Santa Clara County staff and evaluators to identify a core set of indicators and data elements which will measure both performance and outcomes. Successful applicants will participate with FIRST 5 Santa Clara County staff and evaluators to develop an evaluation plan that reflects the goals, indicators, strategies and expected child, family and community outcomes for this program. This process will be completed by July 1, 2010.

- a. Describe your organization's current data collection and reporting system as it relates to:**
- Participant demographics
 - Participant usage
 - Contract performance
 - Outcome measures

B. Component 2: Family Resource Center/Community Worker Program

1. Applicant's Organizational Capacity (10 points)

****Please note Component 2 may be implemented by one or more organizations***

****If more than one organization is proposing to implement this Component, please respond to the questions below for all organizations that will be involved in the implementation.***

Note: 4 page maximum for this section

In completing this section, indicate your organization's qualifications and capacity in the following areas. *Please note that "organization qualifications" implies that all staff members funded through this Initiative possess the qualifications necessary to perform the duties to which they are assigned.*

Describe how your organization or partner organization(s) is uniquely qualified to manage the FRC/CW component, addressing the following items:

- History of the organization, including all relevant experience as it pertains to the FRC/CW Program and the number of years of service provision
- Scope and range of services provided by your organization
- Organization's history of performance, expertise, experience, effectiveness and knowledge providing the same or similar services as the FRC/CW Program
- Experience serving families with diverse cultures and languages in an FRC or through a Community Worker program
- Experience serving families experiencing a range of socio-economic challenges, such as limited income, lack of transportation, housing and basic needs in an FRC or through a Community Worker program
- Experience serving caregivers and/or guardians of young children in an FRC or through a Community Worker program
- Organization's experience with linkages to the target population and ties to other grassroots and community organizations that could benefit families with children under age 6, including, but not limited to: faith-based groups, early care and education sites and schools, neighborhood associations, parks and recreation facilities and community/family resource centers

2. FRC/CW Implementation and Staffing (10 points)

Note: 5 page maximum for this section

- a. Describe your organization's or partner organization's experience, capacity and resources to manage a Family Resource Center or multi-service center, including length of experience, services provided, population served and approximate number of families served per year.
- b. Describe how your organization or partner organization will ensure that program planning and service delivery meet the needs of families and their children.
- c. Describe the FRC facility you are proposing to use as a site. Include the following:
 - Geographic location of site, including physical address
 - Demographic of surrounding community, including socio-economic characteristics, language, cultural, etc.

- Approximate square footage of facility/site, including general layout of space capacity, meeting space, office space, restrooms, sink, kitchen, etc.
- Describe if the site/facility requires any redesign or retrofitting, or if it is already appropriate and available for providing program, services and activities
- Describe if the identified site/facility will be shared with any other organizations separate from those applying in this RFP, and include other services that will be provided.

For applicants who have a current facility or a new facility secured:

- Describe how site/facility was selected.
- Attach documents describing agreement or commitment to allow use of space for FRC. These could include letters of commitment, Memorandums of Understanding, or lease/contract agreements.

For applicants who do not have a current facility identified or secured:

- Please describe the steps that have been taken to identify and secure an FRC.

It should be noted that at the time of release of this RFP, FIRST 5 Santa Clara County is working with municipalities within Santa Clara County that operate community centers in an effort to possibly secure space that can be programmed with FRC activities. It is FIRST 5 Santa Clara County's intent to create a sustainable FRC. FIRST 5 Santa Clara County reserves the right to select FRC sites that meet minimum quality standards and are sustainable.

- d. Review the position descriptions for the Family Resource Center Coordinator and Community Worker in Appendix C. Identify current staff, their titles, experiences, training and competencies. Attach resumes for each proposed staff person involved with this Initiative.
- e. Describe how the staff that will be assigned to the FRC/CW Program are qualified to lead innovative outreach, engagement, and education strategies and activities that promote the healthy development of young children, families and community members.
- f. If your organization or partner organization does not currently have the staff capacity to coordinate an FRC or act as a CW who will serve the diverse language(s) and culture(s) of the children and families in the targeted area, describe your plan, including timeline, for meeting this critical need.

3. Budget and Fiscal Responsibility (7 points)

Note: 2 page maximum for this section (excluding forms and attachments) for each organization that will implement Component 2

- a. Please describe the following:
 - Accounting department personnel including names, titles, background and experience

- Accounting system and record keeping process
- How applicant controls, records and segregates expenditures for different funding sources
- Invoicing process including source documentation requirements and approval process

b. Submit/attach the following:

- Completed Annual Proposed Budget Forms: Form B2 (FRC/CW Component) and Form B3 (Match form) if applicable
- Most recent audited financial statements for the past two fiscal years
- Most recent annual agency budget, which should include a comprehensive list of all revenue and projected expenditures for the year

Scoring breakdown and criteria for this section includes:

- Demonstration of core fiscal competencies and adequate fiscal controls – 2 points
- Quality and completeness of budget (Form B2 and Form B3, if applicable) – 3 points
- Financial viability assessment (based on financial statements and agency budget) – 2 points

4. Data Collection and Evaluation (3 points)

Note: 1 page maximum for this section

As a condition of funding, applicant commits to abide by the data collection and evaluation requirements established by FIRST 5 Santa Clara County for this Initiative. Selected applicants agree to work with FIRST 5 Santa Clara County staff and evaluators to identify a core set of indicators and data elements which will measure both performance and outcomes. Successful applicants will participate with FIRST 5 Santa Clara County staff and evaluators to develop an evaluation plan that reflects the goals, indicators, strategies and expected child, family and community outcomes for this program. This process will be completed by July 1, 2010.

- a. Describe your organization's or partner organization's current data collection and reporting system as it relates to:
- Participant demographics
 - Participant usage
 - Contract performance
 - Outcome measures

C. Collaboration and Sustainability

(10 points)

Note: 4 page maximum for this section

- a. Indicate if you are applying as a single applicant or whether your organization is applying with one or more organizations as joint applicants for the purpose of this RFP.

Please address the following if submitting a joint application as collaborative partners:

- List all partnering organizations and the specific population focus, special interests, and/or experience each will provide to this Initiative, as well as the roles and responsibilities of each partner.
 - Describe how collaborative efforts between partners will be coordinated and managed. Please submit Memorandums of Understanding (MOUs) that describe the roles and responsibilities of each partner organization if they have been developed.
 - Describe how partner organizations have previously collaborated, or intend to collaborate, with one another specifically on providing programs or services to families and their children under age six.
- b. Describe how your organization and/or collaborative partner(s) organization has experience in building and strengthening collaborative partnerships with multi-disciplinary service providers, key stakeholders, community members and families with children under age six to:
- Leverage resources between organizations;
 - Engage unserved/underserved populations and those with the greatest need for services; and
 - Gather and share culturally and linguistically appropriate information about local resources, services and opportunities.
- c. For the Court Specialist component only, discuss your organization's ability to leverage Medi-Cal/EPSDT for this program.
- d. For the Court Specialist component only, provide an estimate of the total amount of EPSDT reimbursement that can be generated from this program annually.
- e. Describe your organization's plan and collaborative partners' plans (if applicable) for sustainability.
- f. For organizations providing in-kind or leveraged resources, not included in the budget, include specific contributions that organizations and/or collaborative partner organizations will provide. Include Memorandums of Understanding (MOUs), if appropriate.

D. Oral Interview

(25 Points)

Applicants receiving a score of 80 points or above, out of a possible 100 points, on the written application will be scheduled for an oral interview. The oral interview process will provide applicants with an opportunity to give more detailed information regarding their proposal and qualifications. The oral interview component of this RFP will be worth 25 points, for a combined total of 125 possible points.

PART III – SUBMISSION INSTRUCTIONS

A. Bidders Conference and Technical Assistance

Bidders Conference: The Bidders Conference is designed to review all elements of the RFP Packet and application process. Attendance is strongly encouraged.

Bidders Conference:
Wednesday, February 17, 2010
10:30 AM to 12:30 PM
at
FIRST 5 Santa Clara County
Community Room
4000 Moorpark Avenue
San José, CA 95117

Due to space limitation, we are requesting that you RSVP and limit attendance to two (2) members of your organization/partnership. To RSVP, please call (408) 260-3741 or email martha@first5kids.org by Friday, February 12, 2010.

Technical Assistance - Questions and Answers: Questions regarding the RFP will be addressed via email between February 8 - March 4, 2010. Questions shall be submitted to Melanie Daraio, Program Manager, in writing at melanie@first5kids.org. All questions and responses will be posted on FIRST 5 Santa Clara County's website: www.first5kids.org.

B. Submission Instructions

Interested applicants shall submit one (1) completed application packet with original signatures and **eight (8) copies** of their completed application packet. Applications shall be three (3) hole-punched and must be typed, double-spaced, printed on only one side with at least a 1" margin on each side (including top and bottom), using standard 12-point fonts such as Times New Roman, Arial or Courier. All pages must be numbered. When spacing, margins and font instructions are not followed, these pages will not reviewed.

The narrative section shall not exceed **twenty-eight (28) pages**, excluding required forms and attachments, and excluding up to two additional pages that are allowed under Component 2, Section B.3. for each partner that is being proposed to implement the FRC/CW component. Any pages exceeding that amount will be removed from the application and not reviewed.

All pages shall include a header identifying the name of the agency/partners submitting the application and name of the RFP.

The application packet shall include all elements listed in the Application Checklist; Application Cover Sheet, Project Narrative–Statement of Qualifications, and required forms (A, B1, B2 and B3) and attachments. Limit submission of attachments to only those required. No additional documents or attachments will be reviewed. Refer to Part VI – Application Checklist.

The original application and **eight (8)** copies are to be bound together or secured in a large envelope. Each copy is to be secured with a large paper clip or rubber band. No binders or staples please. Original proposal must be printed on one side of the paper, while all **eight (8)** copies must be printed/copied on both sides of the paper.

Please note that your application packet **does not** need to include eight (8) copies of applicable financial statements as requested under Section A.3 and Section B.3 of the proposal narrative. Applicants need only provide one (1) copy of the financial statements as requested under Section A. 3 and Section B. 3.

Complete hard copy application packets (1 original and 8 copies) must be hand-delivered to FIRST 5 Santa Clara County **by 5:00 PM, Thursday, March 25, 2010**. Applications received after this date and time will not be accepted. Failure to follow submission instructions will also disqualify an application for funding consideration.

An application is considered complete if all the components from the Application Checklist are submitted by **5:00 PM, Thursday, March 25, 2010** including:

- Application Cover Sheet
- Proposal Narrative (not to exceed 28 pages)
- Annual Proposed Budget Forms B1, B2 and B3
- Attachments:
 - IRS 501(c)(3) Determination Letter (if a non-profit)
 - Most recent completed, audited financial statements for the past two years
 - Most recent annual agency budget (include a comprehensive list of all revenue and projected expenditures for the year)
 - Resumes from each staff member involved with this program
 - Organization chart listing, at a minimum, names and titles of management

Incomplete applications will have appropriate points deducted.

Applicants submitting application packets to the FIRST 5 Santa Clara County reception counter will receive a stamped date/time receipt acknowledging acceptance.

Submittals shall be addressed as follows:

FIRST 5 Santa Clara County
Attn.: Melanie Daraio, Program Manager
4000 Moorpark Avenue, Suite 200
San José, CA 95117

C. Selection Process and Criteria

A diverse panel with expertise in providing services to families receiving court-ordered services, and services through a Family Resource Center, will review the applications. The identity of the panel members will not be revealed before the interviews. The review panel will assess all written statements of qualifications based on the criteria listed below:

Court Specialist Program (60 points)

- Organizational Capacity – 20 points
- Court Staff Qualifications – 20 points
- Budget and Fiscal Responsibility – 15 points
- Data Collection and Evaluation – 5 points

Family Resource Center/Community Worker Program (30 points)

- Organizational Capacity – 10 points
- FRC/CW Implementation and Staffing – 10 points
- Budget and Fiscal Responsibility – 7 points
- Data Collection and Evaluation – 3 points

Collaboration and Sustainability (10 points)

Oral Interview (25 points)

Total Possible Points: 125

Applicants must be available to participate in an oral interview with the Review Panel on April 20, 2010. Applicants that score 80 or above will be requested to participate in an oral interview and will be notified via telephone on April 19, 2010. These dates are subject to change. All applicants that are not selected to participate in an oral interview will be notified.

D. Initial Award Recommendation Letter

An Initial Award Recommendation Letter will be sent to the selected applicant notifying them of the recommendations.

E. Appeal Process

Following the release date of the Initial Award Recommendation Letter, applicants have five (5) working days to file an appeal in writing, with FIRST 5 Santa Clara County. Grounds for appeal are limited to a violation of a FIRST 5 procedure, law, rule, regulation or practice regarding this RFP process. An appeal letter must specifically state the law, rule, and/or regulation on which the appeal is based. Appeals will not be accepted on any other grounds. Mere disagreement with the recommendation or decision is not grounds for an appeal. The appeal letter will be reviewed by the Executive Director and a written decision on the appeal will be sent to the applicant/appellant. The decision on appeal is final.

Appeal letter submittals shall be addressed as follows:

FIRST 5 Santa Clara County
Attn: Jolene Smith, Executive Director
4000 Moorpark Avenue, Suite 200
San José, CA 95117

Appeals will only be considered if received in the FIRST 5 Santa Clara County office by the appeal deadline.

F. Notification of Intent to Award

Upon completion of the appeal period, FIRST 5 Santa Clara County will prepare a report requesting the award to the most qualified proposal and applicant to the FIRST 5 Santa Clara County Commission at their next Commission meeting:

Date: TBD
FIRST 5 Santa Clara County
Community Room
4000 Moorpark Avenue
San José, CA 95117

The award letter will then be mailed to the successful applicant.

As noted in Section E, grounds for appeal are limited to a violation of a FIRST 5 Santa Clara County procedure, law, rule, regulation or practice regarding this RFP process. Appeals will not be accepted on any other grounds.

G. Contract Negotiation

FIRST 5 Santa Clara County reserves the right to negotiate project-related conditions, scopes of work, budgets and costs with any successful applicant. If negotiations fail to culminate in a contract, FIRST 5 Santa Clara County may select another applicant.

H. Reservations

- FIRST 5 Santa Clara County reserves the right to cancel the RFP process at any time for any reason, even after review of all the applications, and is not responsible for any expenses incurred by an applicant in developing an application.
- FIRST 5 Santa Clara County reserves the right to reduce, amend, and/or rescind this RFP at any time prior to final execution of the contract.
- FIRST 5 Santa Clara County is under no obligation to award a contract to the applicant that presents the lowest cost or highest yield. Selection will be made based on overall evaluation of the application and the best interest of FIRST 5 Santa Clara County as determined by the review panel, the Executive Director, and the FIRST 5 Santa Clara County Commission.
- FIRST 5 Santa Clara County reserves the right to request clarification from any applicant on their application.
- All applications become the property of FIRST 5 Santa Clara County.
- FIRST 5 Santa Clara County reserves the right to accept all or a portion of any application.
- FIRST 5 Santa Clara County reserves the right to wave any minor discrepancies or irregularities at its discretion.

- All applications will remain confidential until a contract is negotiated. All applications can become public after all successful contract negotiations.

PART IV – FORMS

A. Form A – Application Cover Sheet

Submit to:
 FIRST 5 Santa Clara County
 Attn: Melanie Daraio, Program Manager
 4000 Moorpark Avenue, Suite 200
 San José, CA 95117

Due Date:
 March 25, 2010
 5:00 PM

Part 1: APPLICANT INFORMATION

Applicant (check one): Single Applicant Partner Applicants

<p>Organization Information</p> <p><u>Organization Name</u></p> <p>Mailing Address: City/ST/Zip: Phone/Fax:</p> <p><u>Contact Person</u> Name: Title: Email: Phone/Fax:</p> <p><u>Applicant Status (check one):</u> <input type="checkbox"/> Private Non-Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other _____ Date of Incorporation: _____</p>	<p>Partner Organization Information (complete only if applying as joint applicants)</p> <p><u>Organization Name</u></p> <p>Mailing Address: City/ST/Zip: Phone/Fax:</p> <p style="background-color: #cccccc; height: 50px;"></p> <p><u>Applicant Status (check one):</u> <input type="checkbox"/> Private Non-Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other _____ Date of Incorporation: _____</p>
--	--

Amount Requesting: _____

Part 2: CERTIFICATION AND SIGNATURE

I hereby certify that I am an authorized representative of the above applicant/organization and to the best of my knowledge and belief that:

- The information in this application is true and accurate.
- The governing body has duly authorized this document.
- The applicant/organization will be able to meet all of the requirements as specified in this RFP.
- The applicant/organization will comply with the necessary certifications and assurances if a contract is awarded.
- The applicant/organization will use the funds as described in the application.
- The applicant/organization agrees to collect and report additional information and data that will be necessary for the evaluation of, and ongoing reporting on, the services identified herein.
- If awarded, FIRST 5/Prop 10 funds will be used only to supplement existing levels of service and not to fund existing levels of service. No moneys shall be used to supplant state or local General Fund money for any purpose, pursuant to Revenue and Taxation Code section 30131.4.

Authorized Representative:

Printed Name: _____ **Title:** _____

Signature: _____ **Date:** _____

B. Forms B1, B2 and B3 – Annual Proposed Budget

Applicants must download, complete and submit Forms B1, B2, and B3 the Annual Proposed Budget template. Applicants can download the template at www.first5kids.org following the link labeled “Superior Court and Family Resource Center Initiative Request For Proposals.”

Instructions for Completing Annual Proposed Budget Forms

Forms B1 and B2

Column A: Indicates the budget categories/line items under the appropriate program component.

Column B: Indicates the recommended number of FTE’s for the listed positions under the appropriate program component.

Column C: Applicants should complete the cells next to the listed positions with the number of FTE’s they are proposing under the appropriate program component.

Column D: Indicates the recommended cost for each budgeted line item.

Column E: Applicants should complete the cells in this column by inputting the proposed costs for each budgeted line item.

Column F: Applicants should provide a brief narrative that explains what expenses are included in each budgeted category.

Match Line Item: Applicants are required to enter a match amount in Column E. Sources that can be included as matching funds are found on Forms B1 and B 2.

Form B3

Applicants are required to complete Form B3 and indicate sources of matching funds. The total match amount from Forms B1 and B2 should equal the “Total Match” amount entered into Form B3.

PART V – APPENDICES

A. Appendix A – Family Court Population Demographics

Family Court (FC) Participant Demographics			
Parent Ethnicity	% of those in FC	Parent Age	% of those in FC
White	50%	15 to 18 years	1%
Hispanic	40%	19-29 years	28%
Asian/Pacific Islander	7%	30-39 years	37%
African American	2%	40+	28%
Other	1%	Other/Unknown	6%
Total	100%	Total	100%
Parent Employment Status	% of those in FC	Child Age	% of those in FC
Parent is unemployed	23%	0-4	41%
Parent's education H.S. or less	39%	5-18	59%
Parent's income <\$1000 per month	22%	Total	100%
Other	16%		
Total	100%		

Court Involvement Statistics			
			% of those in FC
Self-represented			69%
At least one parent reports domestic violence			53%
Child witnessed domestic violence			38%
At least one parent reports filing a Restraining Order			42%
At least one parent reports child is unsafe with other parent			49%
Mediator allegation reports:	% of those in FC	Children Involved per Case:	% of those in FC
Child abuse/neglect	22%	One child	54%
Domestic violence	28%	Two children	29%
Child feels unsafe	21%	Three or more children	17%
Drug abuse	17%	Total	100%
Alcohol abuses	19%		
Child has emotional adjustment issues	34%		

B. Appendix B – Superior Court and Family Resource Center Locations

Downtown Superior Court 191 N. First Street San Jose, CA 95113 Cases Heard: Probate	Terraine Courthouse 115 Terraine Street San Jose, CA 95113 Cases Heard: Dependency, Drug Treatment
Family Court 170 Park Ave. San Jose, CA 95113 Cases Heard: Family Law	Sunnyvale Courthouse 605 W. El Camino Real Sunnyvale, CA 94087 Cases Heard: Family Law
South County Courthouse 301 Diana Ave. Morgan Hill, CA 95037 Cases Heard: Dependency, Family	Notre Dame Courthouse 99 Notre Dame Ave. San Jose, CA 95113 Cases Heard: Family Law
Family Resource Center Location TBD	

C. Appendix C – Position Descriptions

Court Clinical Supervisor

Role and Responsibilities:

The role of the Court Clinical Supervisor is to manage, supervise and have oversight of the Court Specialists and the program.

Court Clinical Supervisor activities will include, but may not be limited to:

1. Manage, supervise and oversee implementation of the Court Specialist Program including contract compliance tasks and responsibilities; budget management; invoicing; evaluation; staff hiring, training and supervision; support; program development, implementation and oversight; community outreach/engagement; quarterly/annual contract status reporting, etc.
2. Work closely with Court Specialists to ensure outreach, education and engagement services are provided for families involved with the Family/Dependency Court Systems to inform and connect families to the FIRST 5 Santa Clara County System of Care.
3. Prepare and present oral/written reports and other correspondence.
4. Act as liaison with appropriate community service providers (to ensure that families are aware of available FIRST 5 Santa Clara County services).
5. Build and maintain relationships with court staff, community providers and FIRST 5 Santa Clara County System of Care providers.
6. Identify systems gaps and recommend solutions to improve services for children and families involved in the court system.
7. Work closely with Court Specialists, utilizing reflective supervision, to provide clinical expertise and support, on issues families in Family Court/DDTC are experiencing.
8. Work closely with FIRST 5 Santa Clara County to develop and oversee implementation of all program evaluation and assessment processes and tools, prepare and analyze the results of parent surveys and participate in other program needs assessment activities, as appropriate.
9. Maintain client database and on-going data collection and reporting forms for all services.
10. Plan and direct work assignments for bilingual, culturally competent Court Specialists and monitor performance of assigned staff to ensure high-quality consumer services.
11. Assure quality of services provided by Court Specialists meet established standards, guidelines and regulations, where applicable. This includes chart audits, observation of sessions, review of documentation and other supervisory activities to assure quality of care standards.
12. Assure that Court Specialists operate within their scope of expertise and practice.
13. Provide clinical supervision, training and direction for Court Specialists.
14. Participate in development of training programs, workshops, program development or other activities as appropriate.
15. Model appropriate clinical skills, professionalism and demeanor.
16. Participate in FIRST 5 Santa Clara County related family engagement events, as appropriate.
17. Provide resource and referral for parents/caregivers and collaborative partners of FIRST 5 Santa Clara County System of Care services, as needed.

General Knowledge Required:

- Modern office methods and practices, including filing systems, business, correspondence, presentations and report writing
- Experience using the internet, computer programs, e.g., Microsoft Word, Outlook, Power Point, Excel, etc.

Knowledge, Skills and Abilities:

- Early childhood development
- Family and Dependency Court Systems
- Early Childhood Mental Health
- The needs of children and families involved in Family and Dependency Court Systems
- The effects of substance abuse, domestic violence and mental illness on children under the age of 6 and their families
- Read, write, speak and understand the English language; usage, grammar, spelling, vocabulary and punctuation
- Knowledgeable about local community resources
- Ability to establish and maintain personal and programmatic boundaries while providing supportive services
- Strong interpersonal skills and the ability to relate to individuals who may not share basic commonality, including value systems and behavior norms
- Experience in working with culturally diverse communities and families
- Demonstrate good writing and organizational skills
- Maintain a professional, confidential work environment
- Ability to plan, organize, prioritize and multi-task
- Serve effectively as a member of a team internally and externally
- Communicate effectively verbally and in writing
- Be flexible, proactive, adaptable and able to work in a fast-paced, changing environment
- Be professional, trustworthy, respectful of others and display a positive attitude

Academic and Experience Qualifications:

- Master's degree in human services field from an accredited educational institution with major course work in child development, health sciences, social services, public administration, psychology or a related field, or equivalent experience; training and competence in Early Care and Education is strongly preferred
- Two years providing direct human services and one year direct supervisory experience with demonstrated competence in early childhood and family support services; knowledge of culturally diverse populations and their needs; and knowledge of community agencies

Licenses, Certifications, Registrations:

- Must be a licensed mental health practitioner
- Must possess a valid California driver's license, reliable transportation and current auto insurance

Other Qualifications:

- Must be at least 18 years of age
- Must be a U.S. citizen or lawful permanent resident
- Clearance of fingerprint background check
- Must have valid TB screening
- Bilingual language capacity in Spanish-English, Vietnamese-English, and/or other language preferred

Physical, Emotional and Intellectual Demands:

- Must be able to report to service site on a regular and reliable basis
- Able to deal with stressful situations
- Must be able to work a flexible schedule as needed, which may include day, evening, weekend, and holiday hours, as appropriate, to coordinate and provide services and activities for families during non-traditional hours
- Able to travel between sites and to offsite events throughout the county, as appropriate

Court Specialist

Roles and Responsibilities:

Under the supervision of the Court Clinical Supervisor, the Court Specialist provides resources and services to children and families involved in Family Court to stabilize families in crisis. The Court Specialist also assists with navigating the Court System, conducts developmental screenings with children under the age of 6 and provides goal focused, brief interventions.

Court Specialist activities will include, but may not be limited to:

1. Provide education and engagement services for families involved with Family Court and DDTC and connect them to the FIRST 5 Santa Clara County System of Care.
2. Prepare and present oral/written reports and other correspondence, as appropriate.
3. Act as a liaison with appropriate community service providers (to ensure that families are aware of available services).
4. Build and maintain relationships with court staff, community providers and FIRST 5 Santa Clara County System of Care providers.
5. Assist families in securing needed services, provide goal focused, brief intervention and monitor the families' progress once access to legal or community services have been provided, for up to 90 days.
6. Meet with families face-to-face or over the phone to determine the need for services (community and court related) and assist with developing a plan to access needed medical, educational, social or other appropriate community services.
7. Conduct developmental screening, utilizing the Ages and Stages and Ages and Stages: Social Emotional screening tools, with children under the age of six.
8. When appropriate, refer screened children to FIRST 5 Santa Clara County System of Care, and KidConnections/KidScope for further assessment as needed.
9. Provide resources and referrals for families involved in the targeted court systems and connect them to the FIRST 5 Santa Clara County System of Care.
10. Maintain appropriate levels of educational/resource collateral materials in all court locations.

11. Conduct initial interview to determine families' needs/interests and eligibility for FIRST 5 System of Care as well as other community services.
12. Ensure program data required for FIRST 5 Santa Clara County is collected.
13. Participate in FIRST 5 Santa Clara County related family engagement events, as appropriate.
14. Make presentations at Family Court Services Parent Orientation classes to outreach to all families having at least one child under the age of 6.
15. Help families navigate the court system and provide linkage to appropriate mental health and home visitation services.
16. Attend monthly court systems' meetings and have access to all Family Court/DDTC Services staff to discuss individual family's needs and develop strategies to best serve the family.
17. Refer families to the downtown San Jose (95112) FIRST 5 Santa Clara County Family Resource Center or FRC that may be close to where they live.

General Knowledge Required:

- Early childhood development
- Advocacy and outreach strategies
- Diverse ethnic, social and economic communities
- Computer programs, e.g., Word, Outlook, Power Point, Excel, etc.

Knowledge, Skills and Abilities:

- Must be able to read, write, speak and understand the English language
- Ability to work with diverse workgroups and serve families with diverse economic, social, racial and cultural backgrounds
- Knowledgeable about local community resources
- Ability to establish and maintain personal and programmatic boundaries while providing supportive service
- Strong interpersonal skills and the ability to relate to individuals who may not share basic commonality, including value systems and behavior norms
- Experience in working with culturally diverse communities and families
- Demonstrate good writing and organizational skills
- Maintain a professional, confidential work environment
- Knowledge of early child development and behavior
- Ability to plan, organize, prioritize and multi-task
- Serve effectively as a member of a team internally and externally
- Communicate effectively verbally and in writing
- Serve closely with community members from diverse ethnic, social and economic backgrounds, with the ability to be culturally sensitive and appropriate
- Be flexible, proactive, adaptable and able to work in a fast-paced, changing environment
- Be professional, trustworthy, respectful of others and display a positive attitude

Academic and Experience Qualifications:

- Bachelor's degree from an accredited educational institution with major course work in child development, health sciences, social services, public administration, psychology or a related field; and equivalent experience, training and competence in early care and education is required.

- At least two years of experience working in an organization that has included responsibility for providing community services to families and their children under age six. Experience serving families involved in the court system or who are managing substance abuse, domestic violence and/or mental health issues is highly preferred.

Licenses, Certifications, Registrations:

- Must possess a valid California Driver's license, reliable transportation and current auto insurance

Other Qualifications:

- Must be at least 18 years of age
- Must be a U.S. citizen or lawful permanent resident
- Clearance of fingerprint background check
- Bilingual language capacity in Spanish-English and/or Vietnamese-English, and/or other language a plus
- Must have valid TB screening

Physical, Emotional and Intellectual Demands:

- Fast paced, diverse and dynamic environment
- Must be able to report to service site on a regular and reliable basis
- Able to deal with stressful situations
- Must be able to work a flexible schedule, which may include day, evening, weekend and holiday hours, as appropriate, to coordinate and provide services and activities for families during non-traditional hours
- Able to travel between sites and to offsite events throughout the county, as appropriate

Family Resource Center Coordinator

Roles and Responsibilities:

The Family Resource Center Coordinator will coordinate, plan, organize, monitor and provide leadership in the downtown San Jose Family Resource Center (FRC) in the provision of promotion, prevention and early intervention information, resources and support to families with children prenatal through age 5 through a range of activities focused on the developmental needs of children.

The Family Resource Center Coordinator activities will include, but not be limited to:

1. Develop, oversee, and coordinate the implementation of all FRC services and activities focusing on health and early literacy, such as, but not limited to:
 - The building blocks of school readiness
 - The value of early screening and assessment
 - The importance of health as well as how to access health care
 - The importance of immunizations, well-baby checks, and oral health checks
 - Preventive and early health care practices
 - Developmentally appropriate, child-focused activities for children and their families
 - 6 Early Childhood Developmental Assets

- Kit for New Parents
 - KidConnections pediatrician packet
 - Follow-up to SEEDS program activities provided at FRC
 - Referral to additional community-wide programs and services
 - Referral to 211 to access services other than early childhood
2. Outreach, engagement and education of diverse families and community members in the identified 95112 zip code.
 3. Partner with other organizations, agencies and entities (i.e., faith-based, schools, parent groups) to increase the capacity and knowledge of the entire community on the importance of the first five years.
 4. Provide information and resources in their community that are culturally, linguistically and developmentally appropriate.
 5. Deliver information and resources to locations within the targeted zip code that families with young children are known to frequent (i.e., early care and education facilities, community centers and neighborhoods), as appropriate.
 6. Assist parents and caregivers in identifying gaps, barriers and/or issues that interfere with children's healthy development and readiness to learn; communicating this with Family Resource Center staff.
 7. Inform community partners and the FIRST 5 Santa Clara County Commission, through evaluation and data, of the gaps, barriers and/or other obstacles families are experiencing in accessing resources, information and services within the focus areas.
 8. Inform the community of the long-term benefits to a child who experiences the following activities and support:
 - Physical well-being and motor development
 - Positive social and emotional development
 - A love of, and curiosity for, learning
 - Early literacy and oral language development
 - Cognitive development and general knowledge
 9. Promote interagency collaboration and interface amongst community agencies; and leverages programs, services, activities and resources.
 10. Collaborate with Court Specialists to ensure services for families receiving court-ordered services are available.
 11. Work closely with FIRST 5 Santa Clara County and Community Workers to develop program evaluation and assessment processes and tools, prepare and analyze survey results, as appropriate.
 12. Participate in the development of appropriate policies and procedures for the FRC.
 13. Oversee and supports program staff and partners in the implementation and the delivery of all FRC services and activities.
 14. Schedule and facilitates monthly/quarterly FRC team meetings and quarterly trainings, as appropriate.
 15. Maintain on-going data collection and reporting forms for all scheduled activities.
 16. Submit required data collection and report forms monthly.

General Knowledge Required:

- Modern office methods and practices, including filing systems, business, correspondence, presentations and report writing

- Knowledge of the internet, computer programs, e.g., Microsoft Word, Outlook, Power Point, Excel, etc.

Knowledge, Skills and Abilities:

- Read, write, speak and understand the English language; usage, grammar, spelling, vocabulary and punctuation.
- Ability to work with diverse workgroups and serve families with diverse economic, social, racial and cultural backgrounds with the ability to be culturally sensitive and appropriate
- Ability to coordinate efforts to secure court specific programs
- Working knowledge of court-related issues for children and families
- Effective communication skills
- Knowledgeable about local community resources
- Ability to establish and maintain personal and programmatic boundaries while providing supportive services
- Strong interpersonal skills and the ability to relate to individuals who may not share basic commonality, including value systems and behavior norms
- Demonstrate good writing and organizational skills
- Maintain a professional, confidential work environment
- Knowledge of child development and behavior
- Ability to plan, organize, prioritize and multi-task
- Work well as a member of a team both internally and externally
- Flexible, proactive, adaptable and able to work in a fast-paced, changing environment
- Professional, trustworthy, respectful of others and display a positive attitude.
- Modern office methods and practices, including filing systems, business, correspondence, presentations and report writing
- Knowledge of the internet, computer programs, e.g., Microsoft Word, Outlook, Power Point, Excel, etc.

Academic and Experience Qualifications:

- Bachelor's degree from an accredited educational institution with major course work in child development, health sciences, social services, public administration, psychology or a related field or equivalent experience
- Training and competence in early care and education is a plus
- Three years of job-related experience with demonstrated competence in early childhood, family support, and school readiness programs and services; knowledge of culturally diverse populations and their needs; knowledge of community agencies

Licenses, Certifications, Registrations:

- Must possess a valid California driver's license, reliable transportation and current auto insurance

Other Qualifications:

- Must be at least 18 years of age
- Must be a U.S. citizen or lawful permanent resident
- Clearance of fingerprint background check

- Bilingual language capacity in Spanish-English, Vietnamese-English, and/or other language a plus
- Must have valid TB screening

Physical, Emotional and Intellectual Demands:

- Fast paced, diverse and dynamic environment
- The service is sometimes physical, requiring setting up for events which may require transporting or lifting cumbersome materials, e.g., easels, flip charts, refreshments, brochures, chairs, tables, etc.
- Must be able to report to service site on a regular and reliable basis
- Able to deal with stressful situations
- Must be able to work a flexible schedule, which include day, evening, weekend and holiday hours, as appropriate, to coordinate and provide services and activities for families during non-traditional hours
- Able to travel between sites and to offsite events throughout the county, as appropriate

Community Worker

Roles and Responsibility:

Community Workers will provide promotion, prevention and early intervention information, resources, and support to families with children prenatal through age 5 through a range of activities focused on school readiness, health and early literacy. The following are examples of activities: FRC activities, coffee talks, workshops, neighborhood association meetings, brief home visits, fairs, etc.

Community Worker activities will include, but may not be limited to:

1. Outreach, engagement and education of diverse families and community members in identified zip code.
2. Partner with other organizations, agencies and entities (i.e., faith-based, schools, parent groups) to increase the capacity and knowledge of the entire community on the importance of the first five years.
3. Provide information and resources in their community that are culturally, linguistically and developmentally appropriate.
4. Deliver information and resources to locations within the targeted zip code that families with young children are known to frequent (i.e. early care and education facilities, community centers, churches and neighborhoods).
5. Help parents and caregivers identify gaps, barriers, and/or issues that interfere with children's healthy development and readiness to learn and communicate this to FRC staff.
6. Inform community partners and the FIRST 5 Santa Clara County Commission, through evaluation and data, of the gaps, barriers, and/or other obstacles families are experiencing in accessing resources, information and services within the focus areas.
7. Inform the community of the long-term benefits to a child who experiences the following activities and support:
 - Physical well-being and motor development
 - Positive social and emotional development
 - A love of, and curiosity for, learning

- Early literacy and oral language development
- Cognitive development and general knowledge

Community Worker Commitment:

1. Provide outreach, engagement and education in an assigned zip code/community.
2. Provide outreach, engagement and education activities on weekdays, evenings and weekends as needed.
3. Provide outreach, engagement and education activities door-to-door, in-home, at information tables/booths, small and large group presentations, informative announcements, and one-on-one interactions with community members at informal community gatherings (i.e. parks, schools, home based day cares, parent meeting, faith-based events, etc.), and formal organized health/resource fairs.
4. Determine the needs of families to identify the appropriate programs, services and activities.
5. Participate in trainings that are identified by FIRST 5 Santa Clara County.
6. Attend monthly CW team meetings, and quarterly trainings, as appropriate.
7. Develop an outreach, engagement and education calendar of scheduled activities.
8. Maintain on-going data collection and reporting forms for all scheduled activities.
9. Complete and submit required monthly data collection and report forms.

General Knowledge Required:

- Modern office methods and practices, including filing systems, business, correspondence, presentations and report writing
- Knowledge of the internet, computer programs, e.g., Microsoft Word, Outlook, Power Point, Excel, etc.

Knowledge, Skills and Abilities:

- Must be able to read, write, speak and understand the English language.
- Ability to work with diverse workgroups and serve families with diverse economic, social, racial and cultural backgrounds
- Knowledgeable about local community resources
- Ability to establish and maintain personal and programmatic boundaries while providing supportive service
- Strong interpersonal skills and the ability to relate to individuals who may not share basic commonality, including value systems and behavior norms
- Experience in working with culturally diverse communities and families
- Demonstrate good writing and organizational skills
- Maintain a professional, confidential work environment
- Knowledge of child development and behavior
- Ability to plan, organize, prioritize and multi-task
- Serve effectively as a member of a team internally and externally
- Communicate effectively verbally and in writing
- Serve closely with community members from diverse ethnic, social and economic backgrounds, with the ability to be culturally sensitive and appropriate
- Be flexible, proactive, adaptable and able to work in a fast-paced, changing environment
- Be professional, trustworthy, respectful of others and display a positive attitude

Academic and Experience Qualifications:

- Must possess a high school diploma or GED
- Experience in social services in community settings with families preferred

Licenses, Certifications, Registrations:

- Must possess a valid California driver's license, reliable transportation and current auto insurance

Other Qualifications:

- Must be at least 18 years of age
- Must be a U.S. citizen or lawful permanent resident
- Clearance of fingerprint background check
- Bilingual language capacity in Spanish-English and/or Vietnamese-English, and/or other language is a plus
- Must have valid TB screening

Physical, Emotional and Intellectual Demands:

- Fast paced, diverse and dynamic environment
- The service is sometimes physical, requiring setting up for events which may require transporting or lifting cumbersome materials, e.g., easels, flip charts, refreshments, brochures, chairs, tables, etc.
- Must be able to report to service site on a regular and reliable basis
- Able to deal with stressful situations
- Must be able to work a flexible schedule, which include day, evening, weekend and holiday hours, as appropriate, to coordinate and provide services and activities for families during non-traditional hours
- Able to travel between sites and to offsite events throughout the county, as appropriate

D. Appendix D – Downtown San Jose Area Demographics

Zip Code	Approximate Number of Children 0-5	% of Total Population (White)	% of Total Population (Latino)	% of Total Population (Black)	% of Total Population (Asian)	% of Total Population (One or more other race)	Median Household Income
95110	1,714	19.2	71.2	3.0	4.6	2.0	\$53,926
95112	4,433	24.4	50.1	3.7	18.2	3.6	\$47,318
95113	17	34.1	17.1	14.2	29.5	5.1	\$12,334
95116	5,839	8.7	64.5	2.6	21.3	2.9	\$54,268
Total	12,003						

Demographic Information Source: US Census Bureau, 2000

Median Household Income Source: Santa Clara County Early Care and Education Zip Code Profiles (2009)

PART VI – Application Checklist

Use this checklist to ensure the following required items are included in your application, and in the order listed below.

- Application Cover Sheet: Form A
- Proposal Narrative (not to exceed 28 pages)
- Annual Proposed Budget: Forms B1, B2 and B3
- Attachments:
 - IRS 501(c)(3) Determination Letter (if a non-profit)
 - Most recent completed, audited financial statements for the past two years
 - Most recent annual agency budget (include a comprehensive list of all revenue and projected expenditures for the year)
 - Resumes from each staff member involved with this program
 - Organization chart listing, at a minimum, names and titles of management