

# **Exhibit A: Scope of Work**

# **Stronger Systems, Stronger Families Initiative - STRATEGY 1**

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| --- | --- |
| **FIRST 5 Strategic Plan Focus Area:** | Connect families to basic needs, safety, and healthy child development |
| **Grantee Name:** |  |
| **Grant Amount for Year 1:** |  |
| **Resource Center Name:** |  |
| **Location of service site:** |  |
| **Hours of operation:** |  |

**BACKGROUND:**

To achieve FIRST 5 Santa Clara County's vision, mission, and 2024-2027 strategic plan, the Stronger Systems, Stronger Families Initiative aims to enhance the system of care for families, enabling them to readily access resources, services, and support for raising healthy children, prenatal through age five.

**PURPOSE:**  This Agreement between GRANTEE and FIRST 5 advances that portion of the FIRST 5 Stronger Systems, Stronger Families Initiative that seeks to enhance place-based resource centers in Santa Clara County where priority populations live, work, play, and learn and strengthen systems of care with well-resourced, safe, and welcoming spaces that connect families to resources, services, and supports that help them meet the basic needs, safety, and healthy development of their children.

FIRST 5 identified core elements necessary to successfully implement and create impact through the Place-Based Resource Center Strategy. GRANTEE shall perform under this Agreement in a manner reasonably calculated to prioritize the following five core elements, and all provisions of this Exhibit A shall be construed to effectuate this purpose.

1. Address basic needs and enhance safety and healthy development of children prenatal through five years old.
2. Engage and build connections with parents, caregivers, and the community.
3. Create welcoming, safe, accessible, and culturally responsive spaces in partnership with parents.
4. Strengthen partnerships, systems of care, and system change.
5. FIRST 5 partner responsibilities

**Commitment to serving FIRST 5 Priority Population:** FIRST 5's 2024-2027 Strategic Plan calls on FIRST 5 and its partners to support families with young children who have been disproportionately affected by poverty, systemic or institutional racism, and/or trauma. GRANTEE shall perform under this Agreement in a manner reasonably calculated to support one or more of the following five priority populations, and all provisions of this Exhibit A shall be construed to effectuate this purpose.

* Families who have children with disabilities and behavioral health needs.
* Immigrant families, prioritizing new arrivals and those with no or mixed documentation.
* Under-resourced families including low-income and “gap” families not eligible for government-funded programs. FIRST 5 defines “gap” families as those who earn too much to qualify for federal and state-subsidies, but not enough to pay the full cost for services.
* Court-impacted families affected by justice and child welfare systems, incarceration, court-monitored programs (including probation and parole), and child and family reunification processes.
* Families with unstable housing.

**Subject to Modification with FIRST 5’s Prior Written Approval:** FIRST 5 and GRANTEE recognize and understand that unanticipated circumstances may arise that make it advisable to reprioritize, modify, or change aspects of the activities and deliverables described in this Exhibit A (Scope of Work). Accordingly, this Exhibit A (Scope of Work) may be revised upon GRANTEE’s written request and the prior written approval of FIRST 5’s Executive Director or FIRST 5’s Executive of Family & Health Strategies. FIRST 5 may in its sole discretion grant, deny, or condition approval of such request for any reason or no reason. A revision of this Exhibit A (Scope of Work) pursuant to this paragraph shall not require an amendment to the Agreement.

1. **Core Element A:** Basic needs, safety, and healthy development of children prenatal through five years old.

GRANTEE shall perform the activities and achieve the deliverables described in Table A in the quantity, at the frequency, and in the timeframe set out in Table A, and shall track performance of the activities in the manner and using the data set out in Table A. GRANTEE shall perform these activities for the purpose and in a manner reasonably calculated to ensure that place-based resource centers connect families with young children to resources, services, and programs that meet their basic needs, safety, and healthy development.

*Table A*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Activity/Deliverable** | **Quantity** | **Frequency** | **Data Tracking** | **Completion Date**  Month, Year |
| E.g. | ***Diaper Kits Program*** *(What): Provide distribution of diapers and wipes to children in need, as inventory allows. Monthly (When), GRANTEE will (How):*   * *Coordinate and schedule supply pick up and distribution with FIRST 5.* * *Maintain up-to-date inventory count.* * *Ensure all families receiving diapers are entered into FIRST 5 database* * *Engage families participating in diaper program by introducing them to other Resource Center services* * *Collect Parents/caregiver testimonials* * *Complete FIRST 5 training and partner as needed* | *50 Families will be identified and supported* | *Families will receive 1-2 Diaper Kits Per Month* | *Smartsheet/ FIRST 5 Database* | *June 2025* |
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1. **Core Element B:** Engage and build connections with parents, caregivers, and the community.

GRANTEE shall perform the activities and achieve the deliverables described in Table B in the quantity, at the frequency, and in the timeframe set out in Table B, and shall track performance of the activities in the manner and using the data set out in Table B. GRANTEE shall perform these activities for the purpose and in a manner reasonably calculated to (a) build strong connections with parents and the community, supporting parent education, advocacy, and empowerment, (b) give high importance to regular community outreach and engagement, (c) be influenced by and responsive to parents from priority populations, and (d) use evidence-based or emerging best practice programs where applicable.

*Table B*

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| --- | --- | --- | --- | --- | --- |
|  | **Activity/Deliverable** | **Quantity** | **Frequency** | **Data Source** | **Completion Date**  Month, Year |
| E.g. | *Parent Café: (What) An evidence-based peer-to-peer learning model developed for parents by parents to connect, engage, and empower parents and caregivers. (When) Each quarter, Grantee to (How):*   * *Implement 6 weekly sessions targeting parents and caregivers.* * *Identify and recruit parents and caregivers to participate in workshop series.* * *Identify parent leaders to join as volunteers for future parent café sessions.* * *Complete pre & post parent & caregiver surveys.* | *50 Parents will be identified and recruited to participate in the workshop series.* | *6 workshops sessions will be held each quarter* | *Excel spreadsheet* | *June 2025* |
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1. **Core Element C:** Create welcoming, safe, accessible, and culturally responsive spaces with families.

GRANTEE shall perform the activities and achieve the deliverables described in Table C in the quantity, at the frequency, and in the timeframe set out in Table C, and shall track performance of the activities in the manner and using the data set out in Table C. GRANTEE shall perform these activities for the purpose and in a manner reasonably calculated to establish safe and welcoming spaces for FIRST 5 priority population groups, including by being aware of and responsive to the barriers and challenges faced by priority populations including offering flexible or alternative hours, childcare, easily accessible locations, cultural and linguistic competency.

*Table C*

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| --- | --- | --- | --- | --- | --- |
|  | **Activity/Deliverable** | **Quantity** | **Frequency** | **Data Source** | **Completion Date**  Month, Year |
| E.g. | ***Parent Leadership Group:*** *(What) To enhance service delivery and meet the needs of families in the surrounding community, the Parent Leadership Group aims to provide a platform for parents and caregivers to give feedback on the Resource Center's services, continuously express community needs, and help promote the center's offerings. (When)In the first quarter and then every month, the Grantee will (How):*   * *Identify and recruit 12-15 parents and caregivers to participate in the Parent Leadership Group.* * *Conduct monthly Parent Leadership Group meetings.* * *Provide childcare for parents attending the meetings.* * *Create monthly calendars in collaboration with parents.* * *Complete quarterly engagement surveys for participating parents/caregivers.* | *12-15 Parents will be recruited and participate in Parent Leadership Group* | *The Parent Leadership Group will meet monthly* | *Excel spreadsheet* | *June 2025* |
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1. **Core Element D:** Strengthen partnerships, systems of care and system change.

GRANTEE shall perform the activities and achieve the deliverables described in Table D in the timeframe set out in Table D, and shall track performance of the activities in the manner and using the data set out in Table D. GRANTEE shall perform these activities for the purpose and in a manner reasonably calculated to (a) integrate the activities into the broader safety-net system, and (b) explore methods to directly and intentionally strengthen their collaboration with system of care partners that prioritize practices aimed at enhancing resource navigation, facilitating seamless referrals, adopting a "no wrong door approach," and/or participating in "one-stop shops."

*Table D*

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|  | **Activity/Deliverable** | **Data Source** | **Completion Date**  Month, Year |
| E.g. | *Creating a “No Wrong Door” approach with families: To ensure that families receive coordinated and timely services, reduce trauma, and promote family permanency, we will create a "No Wrong Door" approach. This will involve developing and implementing a resource navigation and closed-loop system that will support families at our Resource Center and connect them to external resources and services. By the second quarter, Grantee will:*   * *Engage frontline service workers within the organization to better understand existing referral processes, gaps, and opportunities to improve service navigation, linkages, and closed loops.* * *Engage with surrounding service organizations to better understand their approach to resource navigation and closed-loop processes.* * *Engage and learn from current and previous clients/families about their experience with navigating resources and services within the service organization.* * *Develop a resource navigation and closed-loop procedure and protocol informed by learnings for frontline staff, clients, and system partners.* * *Identify and implement a software platform that enables easy cross-sector coordination to care (i.e., Findhelp).* * *Train frontline workers on resource navigation and closed-loop procedures and protocols.* * *Explore continuous process improvement.* * *Partner with FIRST 5 in the development and implementation, as needed.* | Development of a No Wrong Door Approach including documented procedure and protocols. | December 2024 |
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1. **Core Element E:** FIRST 5 Santa Clara County Partner Responsibilities

GRANTEE shall perform the activities described in Table E in the quantity, at the frequency, and in the timeframe set out in Table E, and shall track performance of the activities in the manner and using the data set out in Table E. GRANTEE shall ensure the ongoing availability and application of administrative and leadership capacity necessary to participate in and contribute fully to the activities listed in Table E.

*Table E*

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| --- | --- | --- | --- | --- |
|  | **Activity/Deliverable** | **Frequency** | **Data Source** | **Completion Date**  *Month, Year* |
| 1. | **Grantee Meetings:**   * Attend and participate in regular meetings with assigned FIRST 5 staff lead to discuss successes, challenges, and other updates related to program implementation * Grantee shall ensure that all of its representatives are adequately prepared, informed, ready, willing, and able to participate fully and interactively in the meetings. | On a schedule and at a frequency set by FIRST 5, which FIRST 5 anticipates will be approximately monthly | Meeting attendance, as documented by FIRST 5; meeting participation, as assessed by FIRST 5 in FIRST 5’s sole discretion. | June 2025 |
| 2. | **Commitment to Systems Change:**   * Identify and address systemic and structural barriers that impede the health and well-being of the priority population. * Identify system change efforts by engaging families and caregivers and working in partnership with the local system of care to strengthen structures, programs, and services that are culturally responsive, trauma-informed, and focused on healing. | Ongoing | Meeting attendance, as documented by FIRST 5; meeting participation, as assessed by FIRST 5 in FIRST 5’s sole discretion; Quarterly Narrative Reports | June 2025 |
| 3. | **Learning Collaboratives:**   * Attend and participate in FIRST 5 facilitated learning collaboratives facilitated by FIRST 5 that will focus on strengthening program implementation and maximizing successful collective impact. * Grantee shall send at least one representative to each session. Grantee shall ensure that its representatives are adequately prepared, informed, ready, willing, and able to participate fully and interactively in the collaborative sessions. | Up to 6 collaborative sessions per year. Collaborative sessions will be scheduled by FIRST 5. FIRST 5 anticipates giving Grantee at least 30 days’ notice of each scheduled session. | Meeting attendance, as documented by FIRST 5; meeting participation, as assessed by FIRST 5 in FIRST 5’s sole discretion | June 2025 |
| 4. | **Path to Financial Sustainability**   * Develop realistic path to long-term sustainability, and identify, describe, and confer with FIRST 5 about that path. * Identify additional and alternative funding sources. and long-term sustainability plans and goals. * Request technical assistance and support from FIRST 5 as needed**.** | Ongoing | Develop, maintain, and implement Financial Sustainability Plan | June 2025 |
| 5. | **Communications:**   * Grantee shall provide narrative updates and share media content (including photographs, videos, and/or other content) with FIRST 5 so that FIRST 5 can distribute information and media content through newsletters, social media platforms, and other channels. Narrative updates and media content may include and describe achievements, events (e.g.: story times, family events), programs (e.g.: Parent Cafes), and/or services about how grantees’ efforts impact children and families in Santa Clara County. * Grantee shall include FIRST 5’s logo on relevant digital or printed materials that Grantee creates, publishes, or distributes. FIRST 5’s logo is available for download at: <https://www.first5kids.org/about-us/media-kit/> | Monthly | Submit narrative updates and media content to FIRST 5 by email to: [communications@first5kids.org](mailto:communications@first5kids.org) | June 2025 |