

**AMENDMENT #2  
TO CONTRACT #2223.05  
BETWEEN  
COUNTY OF VENTURA  
AND KIDS & FAMILIES TOGETHER  
FOR  
PARENT EDUCATION AND SUPPORT**

The County of Ventura (County) and Kids & Families Together (Contractor), hereby agree that the Contract previously entered into by the parties, also identified as County of Ventura Contract No. C2223.05, and amended effective July 1, 2023, is further amended effective July 1, 2024, as follows:

1. The “Term” contained in the table on the first page of the Contract is amended by deleting “July 1, 2022-June 30, 2024”, and replacing it with “July 1, 2022-December 31, 2024”.
2. The “Contract Amount” contained in the table on the first page is amended by deleting “\$207,158 for Fiscal Year July 1, 2022-June 30, 2023, and \$250,162 for Fiscal Year July 1, 2023-June 30, 2024” and replacing it with “\$207,158 for Fiscal Year July 1, 2022-June 30, 2023, \$250,162 for Fiscal Year July 1, 2023-June 30, 2024, and \$144,208 for the partial year of July 1, 2024-December 31, 2024”.
3. Section 1. SERVICES TO BE PERFORMED BY CONTRACTOR. The first sentence is deleted and replaced with the following: “In consideration of the payments hereinafter set forth, Contractor will perform services for County in accordance with the terms, conditions and specifications set forth herein and in Exhibits A, A1, A2, B, B1, B2, C, C1, C2 and D to this Contract.”
4. Section 2. PAYMENTS. The first sentence is deleted and replaced with the following: “In consideration of the services rendered in accordance with all applicable terms, conditions and specifications, County will make payment to Contractor in the manner specified in Exhibit A (Scope of Work), Exhibit A1 (Scope of Work for Fiscal Year 2023-2024) and Exhibit A2 (Scope of Work for Fiscal Year 2024-2025) and in accordance with the approved budgets for this Contract herein included as Exhibits B, B1 and B2.”
5. Section 6. TERM. The first sentence is deleted and replaced with the following: “The term of this Contract is from July 1, 2022–December 31, 2024, subject to all terms and conditions set forth herein and subject to the appropriation of funds by the Board of Supervisors.”
6. Section 26. EXHIBIT LIST. This section is amended by adding the following exhibits to the Exhibit List:
  - Exhibit A2-Scope of Work (for Fiscal Year 2024-2025)
  - Exhibit B2-Budget (for Fiscal Year 2024-2025)
  - Exhibit C2-Quarterly Performance Report (for Fiscal Year 2024-2025.)
7. Exhibit A2-Scope of Work (for Fiscal Year 2024-2025), attached hereto and incorporated by reference, is added to this Contract.
8. Exhibit B2-Budget (for Fiscal Year 2024-2025), attached hereto and incorporated by reference, is added to this Contract.
9. Exhibit C2-Quarterly Performance Report (for Fiscal Year 2024-2025), attached hereto and incorporated by reference, is added to this Contract.
10. All other terms and conditions of the Contract remain the same.

**COUNTY OF VENTURA**

**KIDS & FAMILIES TOGETHER**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

Melissa Livingston  
Printed Name

David Friedlander  
Printed Name

Director, Human Services Agency  
Title

Executive Director  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**KIDS & FAMILIES TOGETHER**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\* If a corporation, this Contract must be signed by two specific corporate officers.

The first signature must be either the (1) Chief Executive Officer, (2) Chairman of the Board, (3) President, or any (4) Vice President.

The second signature must be the (a) Secretary, an (b) Assistant Secretary, the (c) Chief Financial Officer, or any (d) Assistant Treasurer.

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

**EXHIBIT A2- SCOPE OF WORK  
CONTRACTOR: KIDS & FAMILIES TOGETHER  
PROGRAM NAME: PARENT EDUCATION AND SUPPORT  
FISCAL YEAR 2024-2025  
PERFORMANCE PERIOD FROM 7/1/2024 TO 12/31/2024**

**I. PROGRAM OBJECTIVES**

The purpose of this contract is for Contractor to provide family preservation and family reunification services, which shall be referred to herein as the Program. These Program services are provided in the home to parents who need to develop life skills so that they might provide their children with a safe and nurturing environment in which to develop to their full potential, free from all forms of abuse and neglect. These Program services will help the family maintain their child in the home or return their child to the home setting from out-of-home care. Parent Educators will work with identified families in their homes to teach, model and support the families' acquisition of parenting skills to maintain children in their homes.

The program will serve 50 families during the course of the program year. Eligibility applies to families involved with child welfare in Ventura County, including but not limited to those in family reunification (FR), family maintenance (FM) or family preservation (FP) status, with priority given to those in family reunification and family maintenance status. County reserves the right to cap the quantity of families in family preservation status to ensure priority for those in family reunification or family maintenance status.

**II. CONTRACTOR RESPONSIBILITIES**

Contractor shall:

- A. Send a receipt of referral by email to County of Ventura Human Services Agency- Children and Family Services (CFS) within 48 hours after a referral is made from CFS. Contractor will also contact the client within that same 48 hours to discuss whether services can be provided immediately or if client/family will be placed on a waiting list. When the client is assigned to a Parent Educator, the assigned Parent Educator will contact the client to initiate engagement within two (2) business days of the referral being assigned.
- B. Collaborate with public and private agencies and community resources to achieve successful outcomes for the Program.
- C. Provide the following information/reports to CFS:

Monthly:

- 1. Program detail report of clients served.
  - a. Name of client(s) served
  - b. Language
  - c. Referral received date
  - d. Child(ren)'s name and date of birth (DOB)
  - e. Social Worker name
  - f. Case type
  - g. Parent Educator name

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- h. Date of first contact
  - i. Date of first service
  - j. Date Family Plan emailed to Social Worker
  - k. Invited to CFTM (Yes/No)
  - l. CFTM date
  - m. Case status (active, closed, completed, etc.)
  - n. Date closed
  - o. Number of sessions year-to-date (YTD)
  - p. Number of hours of indirect services
  - q. Number of support/trainings
  - r. Notes
  - s. Separate tab shall capture YTD closed cases
2. Progress reports and termination report (to Social Worker with a copy to the Social Worker Supervisor) that summarizes client progress.

Quarterly:

1. Number of clients attaining improvement as measured by the Five Protective Factors Survey or other approved measure(s) in the Program.
2. Number of successful completions per quarter. Successful completion occurs when a client has shown an increase in at least two (2) of five (5) of the Protective Factors Survey at post-services compared to pre-services. .
3. Number of unsuccessful completions per quarter and summary of reason(s) why.
4. The client's progress on Family Plan and goals as summarized in the progress and discharge reports.
5. Type and quantity of services provided and accessibility thereto, as measured by consistency of appointments kept and progress made by provider and client's joint appraisal.

At Discharge:

1. Recorded demographics of the population served.
  2. Recorded client personal data (e.g., address, age, disabilities, etc.) This is used for the yearly Child Abuse Prevention Intervention Treatment (CAPIT)/Promoting Safe and Stable Families (PSSF) report.
  3. The client's self-assessment of progress and satisfaction with Program services, as measured by the appropriate pre- and post-service assessment tools.
- D. Use the Five Protective Factors Survey Assessment with the client to record pertinent information after the initial interview. Data shall be summarized into monthly, quarterly, and/or annual reports.
  - E. Notify the Social Worker (with a copy to the Social Worker Supervisor) when a wait list is implemented and provide weekly updates as to the status of the client(s) on the wait list. Weekly update will include, but is not limited to:
    - a. Quantity of clients on the wait list
    - b. Caregiver name
    - c. Language

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- d. Date referral received
  - e. Child(ren)'s name and date of birth (DOB)
  - f. Social Worker name
  - g. Date of first contact
  - h. Target start date
  - i. Date Social Worker and Social Worker Supervisor received last weekly update of wait list status
  - j. Notes on planned steps to serve those clients on the wait list
- F. Ensure Parent Educators will be responsible for reviewing completion of initial assessments and for creation of a Family Plan, case notes, time logs containing direct and indirect hours, quarterly progress reports and a termination report. Completion and accuracy is expected.
- G. Oversee the management of paperwork requirements and deadlines through the use of scheduled supervision with Program Supervisors, staff meetings and regular audits.
- H. Comply with the General Contract Conditions, as applicable, included herein as a part of this contract as **Exhibit D**.
- I. Utilize budgeted Family Stabilization Support Funds to address resource needs of the child or family, e.g., childcare, transportation, rental assistance or any other assistance that will promote the child and family's safety and stability in the home. Usage shall be assessed on a case by case basis. Money available to each child and family team will meet needs identified as necessary for the child's safety as documented in the Family Plan. Funds can be used for nontraditional purposes, although Contractor shall seek prior approval from CFS. All Family Stabilization Support Funds shall be tracked and receipts maintained. Family Stabilization Support Funds used for incentives or when need is not clearly documented or approved by CFS, may be disallowed by County. There is no cap per family, however, Contractor shall consult with CFS when expenditures will exceed \$600 per family.
- J. Emphasize to staff the necessity to practice cultural sensitivity in line with the Cultural and Linguistic Competency Plan.
- K. Provide short-term (maximum of twelve (12) sessions per family over a 3-month period) Parent Education and Support services and work collaboratively with CFS in assessing and coordinating services to each family. Contractor shall ensure each of the following tasks are accomplished during the term of the Program:
- 1. Hire a minimum of two (2) full-time equivalent (FTE) Parent Educators who will provide in-home support services to a minimum of 50 families through the course of the year. Program may utilize a combination of part-time and full-time Parent Educators to accommodate times that will be most convenient for the families. Each family will receive an average of two (2) hours per week of face-to-face direct service and one (1) hours per week of indirect service in

English or Spanish for approximately three (3) months. All Contractor staff assigned to this project will be paraprofessionals with at least two (2) years of experience in child development/behavior management. All new staff will receive an initial 40-hour training as well as ongoing supervision and training.

2. Provide 1,500 hours of direct in-person parenting services. Direct parenting services are to be provided in-person unless Contractor and County have mutually agreed upon conditions where virtual services may occur.
3. Accept referrals only from County of Ventura CFS into the Program. A Contractor Parent Educator will meet with the client family to begin the assessment process at the time of the first appointment. In collaboration with the family, the Parent Educator will complete an assessment using the Five Protective Factors Survey tool, which will provide a baseline of functioning on which to solidify family goals and will form the baseline for evaluating Contractor's performance.
4. Parent Educator will work with each family based on their individual needs and will partner with each family to meet the pre-determined objectives. Services will be delivered weekly for approximately two (2) hours per visit for approximately 6-12 weeks. The visits may be reduced from weekly to bi-weekly and then monthly toward the conclusion of services. This reduction of services is to facilitate a transitional process that allows families to practice newly acquired skills on their own with decreasing levels of direct support.
5. Provide education, support and assistance while improving family self-sufficiency through the provision of information on childcare, budgeting, nutrition, life skills, etc. The provision of Program services will focus on the remediation of harmful family conditions and the prevention of abuse or neglect. Examples of services that will be provided by the Program include:
  - Modeling of effective parenting techniques.
  - One-on-one in-home training of parents to facilitate and promote self-sufficiency.
  - Training and assistance with basic living skills to include, but not be limited to, cooking, shopping, budgeting and other household responsibilities.
  - Assistance in using appropriate community resources.
  - Assistance in accessing necessary services for their children.
  - Individualized training of parents related to how to appropriately discipline, nurture, and best meet their child's developmental needs.
6. Within ten (10) business days of the first face-to-face contact with a family, a Family Plan that is based upon mutually agreed upon family goals that have been identified, will be finalized and shared with the family and social worker.

7. Maintain chart of child/family showing all required permissions, court orders, release of information forms, assessments, collaborative intervention plans, and documentation of every contact made between any staff member and child or family.
8. Be responsible for the completion of initial assessments, creation of a Family Plan, case notes (documentation of direct client or professional contacts), time logs containing direct and indirect hours, monthly progress reports and a termination report that will summarize client progress.
9. Ensure that client families will have access to Contractor services. If client leaves a message for the Parent Educator, the Parent Educator's phone response shall be by next business day.
10. Provide each family with the Nurturing Connections book.
11. Assist parents in improving their ability to understand and meet their children's needs and abilities.
12. Assist parents in improving their effective modes of discipline.
13. Assist parents in improving their ability to nurture their children.
14. Assist parents in establishing acceptable means of expressing their anger and dealing with stress.
15. Support and assist families in reaching a place of self-sufficiency through the awareness of community resources and information on life management skills (inclusive of budgeting and household management activities such as shopping, meal planning and cooking.)
16. Assist families in raising their ability to function at an adequate level, which eliminates the risk of further maltreatment and also allows the children to grow and mature at the normal rate of development.
17. Assist families in finding appropriate child care services for their children.
18. Assist families in scheduling and obtaining necessary medical, dental, developmental and educational services.
19. Teach families how to access car repair and maintenance services.
20. Provide information to the team (Social Worker and Social Worker Supervisor) on the family's level of functioning.
21. Make recommendations regarding a family's goals and adjust when appropriate.

22. Implement the family support plan as designed by the Social Worker.
  23. Establish linkages with other professionals involved with the family's goals.
  24. Access available resources to help Program families reach Program goals.
  25. Conduct on-going assessment of a family's status and needs.
  26. Evaluate the effectiveness of services by comparing a family's goals with actual outcomes and feedback from the family on a Program Evaluation survey, design of which to be mutually agreed upon with the Contractor and County.
- L. Maintain appropriate documentation of contacts with clients and other professionals.
- M. Provide CFS with timely and accurate written reports as required by the Program terms and conditions.
- N. Cultivate staff and program capacity in the areas of diversity, equity and inclusion to address and serve families in the child welfare system in a culturally and linguistically considerate manner and ensure equal access to services and equitable outcomes across the diverse client population.
- O. Strive to create an inclusive environment where every client/participant feels like they belong.

### **III. COUNTY RESPONSIBILITIES:**

County shall:

- A. Assign staff to provide technical assistance, resolve issues, develop program policies, procedures and forms, and ensure ongoing collaboration and coordination of program services with Contractor, as necessary.
- B. Send written referrals to Contractor for service after the mandated child abuse investigation and assessment has been performed.
- C. Participate in case management conferences with Contractor.
- D. Maintain regular contact with Contractor regarding work with client and client's progress.
- E. Determine that services are no longer required before client services are terminated.
- F. Invite Contractor to attend and participate in in-house trainings.

- G. Collaborate with Contractor regarding referrals, services, follow-up and evaluation.
- H. Review claims and pay Contractor for services rendered in accordance with the terms and conditions of this contract.
- I. Process all related contract modifications, invoices and administrative requirements.

#### **IV. PERFORMANCE MEASURES**

- A. Contractor will be expected to meet the following three (3) performance measures:
  - 1. 90% of children from families who complete the program will have no substantiated referrals at twelve (12) months following service completion.
  - 2. 90% of families that are receiving FM/FP services at service completion will not experience a placement episode within 12 months following service completion.
  - 3. 30% of families that are receiving FR services at service completion will reunify within 12 months following service completion.
- B. Contractor shall submit cumulative performance reports to the County on a quarterly basis. Reports are due within 15 days after the end of each quarter, with the first report due no later than October 15, 2024, for the quarter ending September 30, 2024. Reports shall detail performance on outcomes as identified in **Exhibit C2**. An accompanying narrative outlining reasons for underperformance and plan for improvement should accompany quarterly reports for any measures where the Contractor is not meeting the stated goal.

#### **V. COMPENSATION SCHEDULE**

- A. Contractor and County acknowledge and agree that this is a cost reimbursement contract. The total compensation amount of this contract shall not exceed **\$144,208**. Contractor shall be paid in arrears for all costs incurred and paid in support of this contract. Contractor shall submit an invoice monthly for all expenses incurred and paid for the previous month no later than the fifteenth (15<sup>th</sup>) calendar day of the subsequent month to the Human Services Agency-Fiscal Division. If Contract invoices or other required documentation are not submitted within ninety (90) days of the activity occurring, the Contractor will pay to County \$50 per day as liquidated damages beginning on the 91<sup>st</sup> day following the original due date.
- B. Subcontractor invoices for services shall be paid by the Contractor first with such amounts included in Contractor's regular invoice to the County for reimbursement.
- C. In accordance with the approved budget, included herein as **Exhibit B2**, County shall reimburse to the Contractor the approved costs within thirty (30) days of the receipt of an approved invoice.

**VI. MONITORING**

- A. County may monitor and evaluate Contractor to ensure compliance with the terms of this agreement. County shall notify Contractor of any deficiency as soon as practicable.
- B. Failure to resolve a County-identified deficiency within 90 days of the monitoring is cause for withholding of funds by County.

**VI. ADDITIONAL PROVISIONS**

- A. Equipment purchased with funds paid or provided to Contractor under this contract is the property of County. County retains the right to have all such property returned upon conclusion of the contract period.
- B. In the event of short- or long-term conditions which impact Contractor's normal service delivery operations, such as a declared public health emergency or disaster, Contractor shall immediately notify County of the status and impact on operations, staffing and client populations. Contractor shall work with County to develop a strategy to be approved by County for alternative methods to deliver services and plan for timely return to normal service operations, while also adhering to federal, state and local safety and public health directives at all times.

Contract Budget		Exhibit B2	
<b>1. CONTRACTOR NAME: Kids &amp; Families Together</b>			
<b>2. PROGRAM ACTIVITY/PROJECT NAME: Parent Education &amp; Support (PES)</b>			
<b>3. PERFORMANCE PERIOD</b> FROM: 7/1/2024 TO: 12/31/2024		<b>4. EFFECTIVE DATES</b> INITIAL CONTRACT EFFECTIVE DATE: 7/1/2022 AMENDMENT #: 2 AMENDMENT EFFECTIVE DATE: 7/1/2024	
CONTRACT #: 2223.05			

BUDGET SUMMARY			
I. DIRECT PROGRAM EXPENSES	BUDGET SUMMARY	LEVERAGED COSTS	LEVERAGE TYPE (In-Kind or Cash)
A. Staff Salaries	\$ 81,895		
B. Staff Fringe Benefits	\$ 19,184		
C. Program Operating Expenses	\$ 24,249		
D. Contractual Services	\$ -		
E. Client/Participant Direct Costs	\$ 5,000		
F. Other	\$ 1,224		
<b>SUBTOTAL SECTION I -DIRECT PROGRAM EXPENSES</b>	<b>\$ 131,552</b>	<b>\$ -</b>	
<b>II. INDIRECT COSTS</b>	<b>\$ 12,655</b>	<b>\$ -</b>	
<b>TOTAL NOT TO EXCEED CONTRACT AMOUNT</b>	<b>\$ 144,208</b>	<b>\$ -</b>	

BUDGET DETAIL				
I. DIRECT PROGRAM EXPENSES				
A. Staff Salaries (List Position/Title)	Monthly Salary	FTE(S)	# of Months	Total
Parent Educators	\$ 4,243.20	2.16	6	\$ 55,056
				\$ -
Program Manager	\$ 8,385.58	0.38	6	\$ 19,119
				\$ -
Program Coordinator	\$ 4,289.14	0.3	6	\$ 7,720
				\$ -
				\$ -
				\$ -
<b>A. Subtotal Staff Salaries</b>		<b>2.84</b>		<b>\$ 81,895</b>

B. Staff Fringe Benefits	Rate (%)	Total
Payroll Taxes (Social security, Medicare, etc.)	7.65%	\$ 6,265
Health Benefits	10.42%	\$ 8,533
Retirement Contributions: 403B Annuity	2.00%	\$ 1,638
Other (please describe): Unemployment Insurance	1.21%	\$ 995
Other (please describe): FSA ER FEES	0.02%	\$ 16
Other (please describe): Life/Acc D&D	0.12%	\$ 98
Other (please describe): Workers' Comp	2.00%	\$ 1,638
<b>B. Subtotal Staff Fringe Benefits</b>		<b>\$ 19,184</b>

C. Program Operating Expenses (Must be verifiable and cannot also be treated as an Indirect Cost.)	Budget Justification & Calculation Details	TOTAL
Facility Lease/Mortgage, Telephone/Utilities, Insurance Related to the Program, Office Supplies & Equipment*, Program Outreach, Other Program Costs	5.43 % 6 months	\$ 24,249
		\$ -
<b>C. Subtotal Direct Program Operating Expenses</b>		<b>\$ 24,249</b>

(\*Note: For equipment items over \$5,000 and a useful life of more than one year, additional approval is needed. Please list all such items individually with the per-unit costs.)

<b>Contract Budget</b>		<b>Exhibit B2</b>	
<b>1. CONTRACTOR NAME: Kids &amp; Families Together</b>			
<b>2. PROGRAM ACTIVITY/PROJECT NAME: Parent Education &amp; Support (PES)</b>			
<b>3. PERFORMANCE PERIOD</b> FROM: 7/1/2024 TO: 12/31/2024		<b>4. EFFECTIVE DATES</b> INITIAL CONTRACT EFFECTIVE DATE: 7/1/2022 AMENDMENT #: 2 AMENDMENT EFFECTIVE DATE: 7/1/2024	
CONTRACT #: 2223.05			

<b>D. CONTRACTUAL SERVICES</b> (List legal entity name for each)	<b>Contract Description &amp; Cost Details</b>	<b>Subaward (S) or Vendor (V) (to)</b>	<b>Total</b>
			\$ -
			\$ -
			\$ -
			\$ -
			\$ -
<b>D. Subtotal Contractual Services</b>			\$ -

<b>E. CLIENT/PARTICIPANT DIRECT COSTS</b>	<b>TOTAL</b>
<b>Family Stabilization Support Funds (CFS contracts only, when permitted)</b>	
Add Budget Justification & Calculation Details Below	
	\$ 5,000
<b>E. Subtotal Client/Participant Direct Costs</b>	\$ 5,000

<b>F. OTHER (Please Describe)</b>	<b>Budget Justification &amp; Calculation Details</b>	
Printing		\$ -
Program Supplies		\$ -
Staff Travel	3653 Miles @ .67 (divided by 2)	\$ 1,224
		\$ -
		\$ -
		\$ -
<b>F. Subtotal Other</b>		\$ 1,224

<b>DIRECT PROGRAM COSTS TOTAL</b>	<b>\$ 131,552</b>
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<b>II. INDIRECT COSTS* (Use one of the options below.)</b>				
	<b>Rate (%)</b>	<b>Cost Base Rate Applied to (Amount)</b>	<b>Cost Base (Type)</b>	<b>Total</b>
<b>1. Federally Negotiated Indirect Cost Rate</b> (Must attach your approved ICRA)				\$ -
<b>2. De Minimis 10%</b>	10%	\$ 126,552	MTDC	\$ 12,655
<b>3. Other Program Special Rate</b> (May be referenced in RFP, provide details)				\$ -
<b>INDIRECT COSTS TOTAL</b>				\$ 12,655

\*Please note that items cannot be charged as both Direct Program Expenses and Indirect Costs. See 2 CFR §200.412-§200.415.

Please list the general items classified by your agency as Indirect Costs: Executive Admin Wages, Audit, and other related admin costs

## Exhibit C

**Exhibit C2 Quarterly Performance Report**
**Program Year 2024-2025**
**Kids and Family Together – Parent Education and Support (PES)**
**(Service Period July 1, 2024 - December 31, 2024)**

Cells in Blue in auto-populate

Outcome/Indicator	Plan (Goal)	Q1	Q2	Q3	Q4	YTD Total	YTD Success	Notes
<b>Parent Education and Support – Process Measures</b>								
1	Provide services to a minimum of 55 families through the course of the program year (cases opened).	100%				0	0%	
2	Contractor will engage each family on average of two (2) hours per week of direct service for three (3) months, for a total of 1,500 direct hours.	1,500 direct hours/year				0 direct hours/year		
3	Transition efforts will be made by the Contractor as evidenced by documentation showing each family was linked to at least two (2) community resources and/or concrete supports in response to a need identified by the family for during or after program services.	90%	families with linkages				0	#DIV/0!
			families exiting				0	
4	Contractor will have phone contact with families within two (2) business days of initial referral.	100%	contact within 2 days				0	#DIV/0!
			# referrals				0	
5	Parent Educator will initiate engagement with families within two (2) business days of the referral being assigned to the Parent Educator.	100%	Engaged within 2 days				0	#DIV/0!
			referrals assigned				0	
6	Within ten (10) business days of the first face-to-face contact with a family, a Family Plan that is based upon mutually agreed upon family goals that have been identified, will be finalized and shared with the family and social worker.	90%	Plan shared within 10 days:				0	#DIV/0!
			Total families				0	
<b>Parent Education and Support – Outcome Measures</b>								
7	Families who exit the program and return the survey will report being at least "satisfied" with services through a mutually agreed upon evaluation survey.	85%	# satisfied				0	#DIV/0!
			surveys completed				0	
8	Families who complete the program will show an increase in at least two (2) of five (5) of the Protective Factors at post-services compared to pre-services.	80%	# increased				0	#DIV/0!
			families exiting				0	
<b>Parent Education and Support – Additional Information</b>								
9	How many clients were placed on a wait list this quarter? How many days did they stay on the waitlist? What was the reason the wait list was necessary? Note the family status (FM, FR, FP)	# waitlisted				0	N/A	
		average days on waitlist				#DIV/0!		
10	What percentage of your organization's staff are bilingual (English/Spanish)? What percentage of staff assigned to this contract are bilingual (English/Spanish)?	organization				0.0%	N/A	
		program				0.0%		