

AGREEMENT FOR SERVICES #227-169-M-E2010  
AMENDMENT I

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This Amendment I to that Agreement for Services #227-169-M-E2010, made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "COUNTY") and South Lake Tahoe Family Resource Center; (hereinafter referred to as "CONTRACTOR").

R E C I T A L S

WHEREAS, CONTRACTOR has been engaged by COUNTY to provide a Health Disparities Program in South Lake Tahoe for the Health Services Department, Mental Health Division (MHD) in accordance with Agreement for Services #227-169-M-E2010, dated June 29, 2010, incorporated herein and made by reference a part hereof; and

WHEREAS, the parties hereto have mutually agreed to amend *Article III – Compensation for Services*; and

WHEREAS, the parties hereto have mutually agreed to amend and replace *Exhibit A* of said Agreement; and

WHEREAS, the parties hereto have mutually agreed to amend and replace *Exhibit B* of said Agreement; and

WHEREAS, the parties hereto have mutually agreed to amend and replace *Exhibit C* of said Agreement;

NOW THEREFORE, the parties do hereby agree that Agreement for Services #227-169-M-E2010 shall be amended a first time as follows:

1) Article III shall be amended in its entirety to read as follows:

**Article III. COMPENSATION FOR SERVICES**

CONTRACTOR shall submit monthly invoices no later than thirty (30) days following the end of a "service month" except in those instances where CONTRACTOR obtains written approval from the County Health Services Director or Director's designee granting an extension of the time to complete billing for services or expenses. For billing purposes, a "service month" shall be defined as a calendar month during which CONTRACTOR provides services in accordance with ARTICLE I, "Scope of Services".

For services provided herein, COUNTY agrees to pay CONTRACTOR monthly in arrears and within forty-five (45) days following the COUNTY'S receipt and approval of itemized invoices(s) identifying services rendered, as documented on SLT Family Resource Center Monthly Service Delivery Report (Exhibit B) required by Article I, Scope of Service. Payment shall be made only for actual services rendered.

The billing rates for CONTRACTOR'S services (inclusive of employees wages, benefits, indirect and overhead expenses) shall be in accordance with Exhibit C (amended), marked "Fee Schedule," incorporated herein and made by reference a part hereof.

Reimbursable expenses are limited to relevant training and travel pre-approved by the MHD, program supplies such as mental health services curriculum materials, food, and childcare toys as appropriate for the strategies applied in this program per Exhibit C. Original receipts must be submitted on a monthly basis with the invoice noting the purpose for the supplies, training and travel.

Invoices are to be sent accordingly to:

County of El Dorado Health Services Department, Mental Health Division  
 Attn: Accounts Payable  
 670 Placerville Drive, Suite 1B  
 Placerville, CA 95667

The total amount of this agreement shall not exceed \$149,409.

- 2) Exhibit A – "SLT Family Resource Center Promotora Program Description" shall be replaced in its entirety by Exhibit A (amended) – "SLT Family Resource Center Promotora Program Description" attached hereto and incorporated by reference herein.
- 3) Exhibit B – "Family Resource Center - Monthly Service Delivery Report" shall be replaced in its entirety by Exhibit B (amended) – "Monthly Service Delivery Report" attached hereto and incorporated by reference herein.



IN WITNESS WHEREOF, the parties hereto have executed this first Amendment to that Agreement for Services #227-169-M-E2010 on the dates indicated below, to be effective on the first day of the month following the date last executed.

-- COUNTY OF EL DORADO --

By: \_\_\_\_\_  
Norma Santiago, Chair  
Board of Supervisors  
"COUNTY"

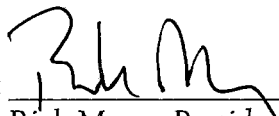
Dated: \_\_\_\_\_

*ATTEST:*  
*Suzanne Allen de Sanchez*  
*Clerk of the Board of Supervisors*


By: \_\_\_\_\_  
Deputy Clerk

Dated: \_\_\_\_\_

-- CONTRACTOR --

By:  \_\_\_\_\_  
Rick Meyer, President  
South Lake Tahoe Family Resource Center  
"CONTRACTOR"

Dated: 10/7/10

By:  \_\_\_\_\_  
Corporate Secretary

Dated: 10/7/10

**Exhibit A (amended)**  
**SLT Family Resource Center**  
**Promotora Program Description**

**I. Purpose**

Promotoras de salud (health promoters) are individuals who provide health education and support to other members of the community in which they are members themselves. The relationship that they have with the community is key to their effectiveness in reaching un-served and under-served individuals, addressing multiple barriers to healthcare access, and thereby, in reducing health disparities. In order to transmit information and affect behavior change in Latinos, a peer-based educational model that respects the social order of the culture is utilized.

**II. General Characteristics of Promotora Model**

Promotoras address barriers to healthcare access by their presence in the community, their persistence, and their patience, thereby establishing trust and relationships. They serve in both formal and informal ways to engage clients and systems by providing outreach, linkage to the appropriate types of services based on their need, and support groups.

Promotoras serving the Latino community address the following social and emotional challenges that Latinos face in California:

- Problems with housing;
- Difficulties at work;
- Exposure to violence;
- Lack of health insurance and access to affordable, quality healthcare;
- Linguistic barriers;
- Lack of culturally competent care;
- Lack of knowledge regarding how to navigate healthcare systems;
- Scarcity of services;
- Stigma.

Specifically, the Promotora functions include:

- Promotoras are community members who serve as liaisons between their community and health, human and social service organizations.
- As liaisons, Promotoras often play the roles of advocate, educator, mentor, outreach worker, role model, translator and more.
- The community health worker (Promotora) model is used because Promotoras are effective disseminators of information, and act as the bridge between governmental and non-governmental systems and the communities they serve.

- Promotora services are delivered, for the most part, through home visits and group presentations, but also include health promotion strategies that impact knowledge, attitudes, and practices on a community level.
- To reach the previously unreachable, the Promotoras go where people congregate: this could be health fairs, church and neighborhood meetings, factories, laundromats, gas stations, and grocery stores, among other locations.
- The Promotora model of community outreach is based on a Latin American program-type that reaches underserved populations through peer education.
- Promotoras are members of the communities with which they liaise: they take the community health worker model one step further because they speak the same language, come from the same neighborhood and (commonly) share some life experiences with the community members they serve.

### **III. The County of El Dorado MHSA Promotora Model**

The Health Disparities Project was designed to provide culturally-specific (bilingual and bicultural services) to provide bilingual/bicultural, Spanish-speaking outreach, engagement, screening, administration of outcome and satisfaction survey measures, service linkage, interpretation services, and peer/family support to increase access and decrease health disparities in mental health. Resources should target and serve the Latino population that is at-risk and under-served in relationship to mental health services. Outreach, engagement, and brief screening is intended to identify those with mental health needs. Linkage to alternative resources, as needed, may be provided, but ongoing service provision (beyond approximately one month) absent an identified need for mental health services lies outside of the scope of this program. Peer and family support is provided in both an individual and group model for the duration of the mental health need and/or symptoms. In addition, bilingual/bicultural Spanish-speaking early intervention counseling services may be provided for at-risk Latino individuals and their families. Upon resolution of the mental health issue, formal services should be discontinued as the ability to re-engage in services when the need arises is available. Validated and culturally appropriate screening tools, non-intrusive yet accurate data collection, and evidence-based practice models are the standard for this program. Regular supervision for the Promotoras at the Family Resource Center is provided by the Credentialed Case Manager.

### **IV. Purpose of the Promotora I:**

Under the supervision of the Program Coordinator, the Promotora will work as the lead in the home visitation program and also work with the Mental Health Counselor and the Certified Case Manager to make sure that services are being met on whole family level. The Promotora I provides guidance to the Promotora II position and coordinates home visitation, regular staff communication regarding client needs, and develops strategies to fill any gaps between community need and FRC mental health programming. The Promotora I is in charge of making sure all paper work has been entered correctly to be processed for required reporting to County of El Dorado Health Services Department,

Mental Health Division (MHD) and prepares and relates all information collected during weekly staff meetings.

**JOB DUTIES:**

1. Assess Latino community needs for mental health services and develop clear plan to ensure various needs are met.
2. Provide support and mentorship to Promotoras II and III.
3. Actively prepare for and contribute to weekly mental health staff meetings with input on client status and recommendations for next steps and referrals.
4. Work closely with Program Coordinator to insure that public is aware of FRC's mental health programming.
5. Assist Program Coordinator to research community agency linkages to strengthen our services.
6. Provide written reports to Promotora III for data management and required reporting to MHD, as outlined in Article IV, "Performance Requirements."

**CREDENTIALS AND REQUIREMENTS:**

- Excellent communication skills in English and Spanish.
- Knowledge of mental health issues specific to the Latino community.
- In-depth knowledge of the Latino community and local services available.
- Excellent interpersonal skills.
- Bicultural experience and ability to bridge Anglo and Latino cultures effectively.
- Ability to express family issues effectively verbally and in writing.
- Ability to maintain accurate client records.
- Computer knowledge, including Windows XP, Office 2000, and current databases.
- Ability to work effectively with all program staff and outside agencies.
- Minimum of four (4) years experience in: prevention and early intervention; home visitation and family support services; community outreach, engagement, and health education; serving as a liaison with the Latino community; and providing resource and referral services.
- High school diploma or GED required.
- Familiar with and integrated into the Latino community in South Lake Tahoe.
- Two (2) years of college in the field of Human Services preferred.
- TB testing required.

**V. Purpose of the Promotora II:**

Under the supervision of the Program Coordinator, the Promotora II is responsible for home visitation alongside the Promotora I to isolated individuals, families, new mothers and/or pregnant women in need of outreach and mental health services. The Promotora II is also responsible for mentoring the Promotora III staff person in Latino outreach for mental health services and referrals. This staff person is most effective when actively working out in the community and inside client homes and has proven excellent relational social skills working with the Latino community.

**JOB DUTIES:**

1. Work with Promotora III and I to assess individual and family needs including current and potential strengths, role in community and family, knowledge of and access to community services and programs and physical and mental health status.
2. Provide outreach to Latino families by making regular phone calls to individuals and arranging for home visitation when appropriate.
3. Provide regular home visitation to clients to further assess the client's needs and appropriate response. Continued follow-up with families to address needs.
4. Under guidance of Promotora I, implement plans and guidelines for families to follow to meet their needs.
5. Actively mentor Promotora III in mental health services and in making referrals to appropriate agencies.

**CREDENTIALS AND REQUIREMENTS:**

- Excellent communication skills in English and Spanish.
- Knowledge of mental health issues specific to the Latino community.
- In-depth knowledge of the Latino community and local services available.
- Excellent interpersonal skills.
- Bicultural experience and ability to bridge Anglo and Latino cultures effectively.
- Ability to express family issues effectively verbally and in writing.
- Ability to maintain accurate client records.
- Computer knowledge, including Windows XP, Office 2000, and current databases.
- Ability to work effectively with all program staff and outside agencies.



- Experience in: prevention and early intervention; home visitation and family support services; community outreach, engagement, and health education; serving as a liaison with the Latino community; and providing resource and referral services.
- High school diploma or GED required.
- Familiar with and integrated into the Latino community in South Lake Tahoe.
- TB testing required.

**VI. Purpose of the Promotora III:**

Under the supervision of the Program Coordinator, this new position entitled Promotora III is designed to create new leadership in Latino outreach for mental health services. This position elicits mentorship from the Promotora I and II staff persons who will pass along referral knowledge and some basic case management skills to the next generation of mental health advocates. This is an entry level position designed for the new staff person with a desire to learn more about local resources for families and with a willingness for professional development in the mental health field. In an effort to groom new leaders around Latino engagement with mental health, the Promotora III will be the first contact for clients who visit the center and will be trained in directing the client to all appropriate FRC mental health programs.

**JOB DUTIES:**

1. Discover the needs of the individual or family including knowledge of and access to community services and programs.
2. Increase knowledge of local referral services such as: employment training, health care, insurance, mental health counseling, substance abuse counseling, education, and other appropriate resources as they become available, and refer families to these services as needed.
3. Actively contribute to weekly staff meetings regarding any knowledge of individual or family needs for programs or counseling.
4. Complete day-to-day tasks as assigned by the Program Coordinator including setting appointments for counseling, data management and required reporting to MHD, as outlined in Article IV, "Performance Requirements."
5. Provide translation services as necessary.

**CREDENTIALS AND REQUIREMENTS:**

- Excellent communication skills in English and Spanish.
- Knowledge of mental health issues specific to the Latino community.
- In-depth knowledge of the Latino community and local services available.
- Excellent interpersonal skills.

- Bicultural experience and ability to bridge Anglo and Latino cultures effectively.
- Ability to express family issues effectively verbally and in writing.
- Ability to maintain accurate client records.
- Computer knowledge including Windows XP, Office 2000, and current databases.
- Ability to work effectively with all program staff and outside agencies.
- High school diploma or GED required.
- Familiar with and integrated into the Latino community in South Lake Tahoe.
- TB testing required.

**VII. Program Coordinator/Latino Community Liaison**

**JOB DUTIES:**

1. Program planning, implementation and oversight (including service coordination, applying program goals and guidelines, monitoring of program effectiveness, maintenance of hourly employee records, preparation of reports for verification of compliance with contractual agreements, conference with local agencies to create collaboration and maximize program effectiveness).
2. Programmatic supervision of agency staff.
3. Ensuring compliance with state mandates, program guidelines and objectives
4. Coordination of outreach programs with the community, including collaboration with local community agencies, and facilitation of community activities.
5. Oversight of volunteers in the center.
6. Oversight of service delivery records.
7. Works with EDC Mental Health Division in successful contract management.
8. Conducts Community Education Groups and serves as the Latino Liaison.
9. Provision of direct services, as needed.

**CREDENTIALS AND REQUIREMENTS:**

- Bachelors Degree is required
- Bilingual (Spanish/English) and bicultural experience is required
- Four years of program development, implementation and oversight
- Four years of supervisory experience
- Experience, familiarity and knowledge of the local community required

- CPR/First-Aid/HIV/BBP Certification
- Must not have any felony convictions
- TB testing required

### **VIII. Mental Health Counselor**

#### **JOB DUTIES:**

1. Provision of individual, group and family counseling.
2. Responds to client crises and provides service linkage, as appropriate.
3. Clinical documentation and recording keeping.
4. Psycho-education and skills training.
5. Participation on the FRC service delivery team.
6. Provision of case management services.

#### **CREDENTIALS AND REQUIREMENTS:**

- Bachelors Degree is required
- Four years of mental health direct service delivery is required
- Bilingual (Spanish/English) and bicultural experience is required
- CPR/First-Aid/HIV/BBP Certification
- Must not have any felony convictions
- TB testing required

### **IX. Childcare Specialist**

#### **JOB DUTIES:**

1. Assist with the overall general care and well-being of the children in on-site child care, thereby providing ancillary support needed to allow parents to participate in program services.
2. Provision of child care for families participating in MHSA evidence-based group programs as part of the program model.

#### **CREDENTIALS AND REQUIREMENTS:**

- Minimum two years experience in childcare or classroom setting
- CPR/First-Aid/HIV/BBP Certification

- Must not have any felony convictions
- TB testing required

**X. Credentialed Case Manager/Children's Group Facilitator**

**JOB DUTIES:**

1. Design, implement and facilitate groups.
2. Individual and family counseling.
3. Oversight for case management services.
4. Provide clinical supervision for the Mental Health Counselor, Promotoras and Child Care Specialist.
5. Training for clinical personnel.
6. Full range of clinical services (crisis intervention, assessment, counseling, psycho-education, skills training, and service linkage).

**CREDENTIALS AND REQUIREMENTS:**

- Masters degree in Counseling Psychology
- Certification in Domestic Violence treatment provision
- CPR/First-Aid/HIV/BBP Certification
- Must not have any felony convictions
- TB testing is required

















**EXHIBIT C (amended)  
Fee Schedule  
2010-2011**

**Family Resource Center**

<u>Title</u>	<u>Per Hour</u>	<u>Maximum</u>
Program Coordinator	\$30.09	\$28,165
Mental Health Counselor	\$26.00	\$47,320
Promotora I	\$25.00	\$14,586
Promotora II	\$17.63	\$6,894
Promotora III	\$16.00	\$3,200
Childcare Specialist	\$14.00	\$1,764
Credentialed Case Manager / Children's Group Facilitator	\$44.00	\$45,080
<b>Personnel Total</b>		<b>\$147,009</b>

**Reimbursable Expenses**

Program Supplies	Not to Exceed	\$2,400
Reimbursable expenses are limited to program supplies such as mental health services curriculum materials, food, and childcare toys as appropriate for the strategies applied in this program.		
<b>Total Not to Exceed Amount</b>		<b>\$149,409</b>