

EXHIBIT A

SPECIFIC TERMS AND CONDITIONS

STUDENT SUPPORT ADVOCATE PROGRAM

I. DEFINITION OF TERMS

- A. Behavioral health: The prevention, treatment of, and recovery from substance use disorders, mental health disorders, and/or problem and pathological gambling disorders.
- B. Case management: Assistance to a recipient and family (or significant other) to obtain, maintain, or develop appropriate resources.
- C. Outcome: An outcome defines changes that have taken place as a result of the program's work. Examples include: Short Term (a change in learning: awareness, knowledge, skills, motivations); Intermediate (a change in action: behavior, practice, decision-making, policies); Long Term (consequences: social, economic, environmental, etc).
- D. Output: An output details what the program does and is usually a count of something. Examples include: Activities (the actual tasks done such as screenings, assessments, workshops, etc); Participation (who the program services; customers and stakeholders).
- E. Shall: Compliance is mandatory.
- F. Trauma-informed practices: Based on the definition of Trauma-Informed Approach from the Substance Abuse and Mental Health Services Administration (SAMHSA) – “A program, organization, or system that realizes the widespread impact of trauma and understands potential paths for recovery; recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system; responds by fully integrating knowledge about trauma into policies, procedures, and practices; and seeks to actively resist re-traumatization”.

II. COMPLIANCE WITH SPECIFIC LAWS AND REGULATIONS

- A. The Agency shall ensure all staff and volunteers have a criminal history background check on file. A background check must be completed at the time of employment or commencement of volunteer duties. If circumstances arise that cause the Agency to question the need for another background check, the Agency shall implement another check. All persons convicted of crimes listed

in [RCW 43.43.830](#) and [RCW 43.43.842](#) are prohibited from having access to program participants.

- B. The Agency must have in place policies and procedures sufficient to protect and safeguard individually identifiable health information obtained in the course of providing services under this Contract. The Agency shall not disclose information on individuals directly or indirectly except to the County or to the treatment professionals and agencies working on the individual's behalf to the extent allowed under applicable state or federal laws and regulations. The Agency shall comply with applicable provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and its impending regulations at 45 CFR parts 160 and 164. The Agency shall comply with all terms and conditions of Business Associate Agreement.

III. **OTHER REVENUES**

The Agency certifies that work to be performed under this Contract will not duplicate any work to be charged against any other contract, subcontract or other source.

Revenues generated by the Agency from other funding sources under this program shall be separately identified and recorded as project income. These funds shall be used exclusively to provide increased levels of service.

IV. **RECORDS RETENTION**

The Agency shall retain all fiscal and clinical books, records, documents and other materials relevant to this Contract in accordance with the Basic Terms and Conditions.

V. **LOCATION AND HOURS OF SERVICES**

- A. Services provided under this Contract shall be made available at assigned locations within Snohomish County as negotiated with the County.
- B. The Agency shall be open and provide services during its normal business hours, generally Monday through Friday from 8AM to 3PM; however, compliance with the Approved Statement of Work, Exhibit B of this Contract, also requires the Agency to meet varying student scheduling needs, including appointments set before or after normal business hours, on evenings, weekends, and during the summer.

VI. **CONTINUING EDUCATION**

The Agency shall ensure their staff is effectively trained to implement the services they agree to provide under the terms of this Contract. The Agency is

also encouraged to inquire about the availability of additional training funds and opportunities to support their continuing education efforts.

VII. SUBCONTRACTING

All rules, regulations and requirements contained in the Basic Terms and Conditions must be met for all subcontracts executed pursuant to this Contract. All subcontracting arrangements require prior written approval from the County.

EXHIBIT B

STATEMENT OF WORK

STUDENT SUPPORT ADVOCATE PROGRAM

I. PROGRAM DESCRIPTION

The Agency shall implement the Student Support Advocate (SSA) Program for students identified as high risk for behavioral health issues. This model involves placing a case manager in a school to help identify at-risk students' needs and connecting students and families with relevant services in and outside of the K-12 system. This proactive intervention model keeps students engaged in school by assessing needs, connecting them to existing community resources, and advocating for their needs with community and State agencies. The Student Support Advocate Program model employs a holistic approach that also addresses the needs of the family in order to support students in reaching their potential.

The role of the Student Support Advocates is to provide case management services, which is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet a student and family's comprehensive health needs. This shall be accomplished through communication and connection to available resources to reduce risk factors and increase protective factors for each student.

II. MINIMUM SERVICE REQUIREMENTS

The Agency shall provide, at a minimum, the following services:

A. Three (3) Student Support Advocates shall implement the SSA program with fidelity at Edmonds-Woodway High School, Meadowdale High School, and Mountlake Terrace High School, providing case management services to high school students within the Edmonds School District. For the purposes of this Contract, students who engage in full case management services shall take priority over limited-contact students. The SSAs shall coordinate with students, as well as their parents, teachers, counselors, community service providers, and other supportive adults to identify and meet student needs based on intake interviews and individually tailored success plans.

1. The Agency shall employ only qualified candidates as Student Support Advocates, i.e., candidates with a minimum of a B.A. or B.S. in social work, psychology or equivalent work experience in social services or another related field. The Agency shall provide SSA qualifications to the County upon request. No changes shall be made without prior written approval from the County.

2. Services provided not included in the Approved Contract Budget, Exhibit C, will not be reimbursed. Services must be invoiced on the document provided by the County.
 3. The Agency shall notify the County in writing of changes to its staffing assignments within ten (10) calendar days of any change.
- B. Services shall be divided into the following categories for invoicing and supporting documentation purposes:
1. Direct Student Services (DSS): Direct Student Services shall include, but not be limited to, face-to-face sessions, phone calls, and email correspondence with an individual student and/or the student's family to address the student's needs. Services may occur either on-site (at the Agency), at the student's home, or in the community. Direct Student Services may also include time spent on data entry associated with a particular Direct Student Service.
 2. Indirect Student Services (ISS): Indirect Student Services shall include all contact (face-to-face, telephone, letter writing, email correspondence) with an individual student's support system, including, but not limited to: teachers; school administration; school nurses; mental health professionals; chemical dependency professionals; medical professionals; probation officers; housing navigators; other SSAs (both in and out of the Agency); Prevention Intervention specialists; McKinney-Vento specialists; 2-1-1; and the VOA Access Line. Indirect Student Services may also include time spent on data entry not associated with a specific Direct or Indirect Student Service.
 3. Outreach/Education Services (OES): Outreach/Education Services shall include, but are not limited to: internal Agency meetings and trainings, including onboarding new Student Support Advocate staff; community meetings; training and information sharing to Agency staff and external providers about the Student Support Advocate program; external trainings; and other needed outreach not directly related to a particular case management student.
- C. The Agency shall prioritize the recruitment of at-risk students who are, or have family members who are, struggling with behavioral health issues and/or meeting basic needs. All services shall be delivered in a culturally sensitive and trauma-informed manner.
1. Program participants shall be identified based on prevalence of risk factors, such as: student instability; school success issues; poor peer relations; family conflict or other behavioral health concerns within the family; abuse;

food insecurity; housing issues or homelessness; aggressive or violent behavior; or other evident economic disadvantage.

2. Students shall access the SSA Program by student self-referral, as well as referrals from teachers, administrators, school counselors, parents, and other professionals.
- D. SSAs shall assist students and their families with navigating complex social service systems such as the Department of Social and Health Services (DSHS), housing, mental health or chemical dependency treatment, and juvenile courts. SSAs shall ensure coordination with and referral to the school's McKinney-Vento specialist for students who are, or at risk of, homelessness. Advocates shall also provide general support for students and their families who may not have access to other community supports.
- E. SSAs shall coordinate with other school personnel, including, but not limited to, Prevention-Intervention specialists and McKinney-Vento specialists, and assist with urgent needs and gaps as they arise to address identified needs.
- F. SSAs shall assist students and families without medical care coverage to enroll in Washington Apple Health (www.wahealthplanfinder.org).
- G. Each SSA shall have a dedicated office space at their assigned school equipped with a computer and internet service.

Where practical, the SSA's office shall be located apart from the school discipline area and in a high traffic location for ease of access.

- H. General hours of operation shall be during the school day, but flexibility of scheduling is a priority of this Contract. Early morning, evening, or even weekend appointments, including home visits, shall be scheduled based on the needs of each student and their family.
1. When general office hours are not observed, i.e. during school holidays or other scheduled vacation periods that exceed three (3) days in duration, the Agency shall maintain and monitor a central voicemail account, or SSA Helpline, to ensure continuity of service.
 2. SSAs shall be available to provide services during each school vacation period, as negotiated with the County. The Agency shall submit a plan for the provision of summer services for approval by the County no later than **April 30, 2018**.
 3. At a minimum, the plan for summer coverage shall include:
 - a. At least one SSA assigned to cover student needs and concerns at any given time;

- b. Monitoring of central voicemail account or SSA Helpline; and
 - c. At least one (1) case management contact each month with each case managed student during school summer break (July and August). This service may include face-to-face meeting with student and/or family or a phone call with the student and/or family.
- I. SSAs shall participate in periodic Learning Community meetings and/or training events facilitated by the County. It is anticipated that these professional development meetings will occur quarterly, more or less, at the discretion of the County. The County will notify the Agency at least two (2) weeks prior to the scheduled date of the meeting.
- J. SSAs will remain abreast of community resources, including minimal participation in community meetings and events. As direct student and family support is a priority of this Contract, community meetings (outside of the Agency) shall be limited to 10% of the SSA's work time. Any deviation from this requirement in time must be preauthorized by County.

III. CONSULTATION

SSAs shall provide program support and consultation to other Student Support Advocate program sites. Support and consultation provided to these sites shall be logged in the monthly SSA logs under Consultation. The School/District to which consultation is being provided shall be listed under School on the monthly log.

IV. FLEX FUNDS

Flex funds are provided to procure goods and/or services directly related to the needs of individual students and/or families. Examples of such purchases may include, but are not limited to food, housing, bus pass, etc. Flex funds shall not be paid directly to the client or used for the purchase of alcohol, tobacco, vaping, or marijuana products. The Agency shall obtain written permission from the County prior to the usage of flex funds for purchases over \$50. Itemized receipts must be submitted with monthly invoice for reimbursement.

V. REPORTING REQUIREMENTS

- A. The Agency shall record all Direct, Indirect, and Outreach/Education services provided under this Contract into the Sharepoint data collection tool (hereafter referred to as "Sharepoint") or other format determined and provided by the County at a minimum biweekly. Failure to utilize the County-provided format or submit completed data on-time may result in delay of invoice processing.
- B. The Agency shall prioritize data collection and entry as a requirement of this Contract. SSAs shall ensure that an appropriate amount of time for data entry

is set aside in their schedules on a regular basis (at a minimum biweekly) to ensure accurate and up-to-date information.

- C. SSAs shall utilize the County-developed data collection tools, including Sharepoint, and adhere to approved definitions for output and outcome measures. Approved definitions shall be provided by the County.
- D. The Agency shall report student-level data for research purposes including: student unique identifier, student age and/or grade level, and gender. This data shall be made available to the County in a format provided by the County.
- E. It is the responsibility of the Agency to de-identify the data, following County-provided instructions, prior to uploading it to the County website.
- F. SSAs shall record data for each student, regardless of the reason for referral.
- G. SSAs shall fully complete all fields within Sharepoint or other format provided by the County. Incomplete data will be returned to the SSAs for completion.
- H. SSAs shall utilize the County-provided Sharepoint instructions, including school prefix sheet, to ensure consistency in data collection.
- I. The Agency shall complete monthly uploads of up-to-date information to the County Sharepoint site beginning March 2018. Uploads may be required more frequently as determined by the County.
- J. All invoicing, utilizing data entered into the Sharepoint by each SSA, shall be done via the Sharepoint site beginning with the June 2018 invoice (due by July 10, 2018).
- K. Data from Excel spreadsheet or database will be reviewed on a schedule to be determined by the County, and may be shared at Learning Community meetings.
- L. The County shall be granted access to the Agency's building and district-level Healthy Youth Survey (HYS) data through the Office of Superintendent of Public Instruction's online Education Data System and maintained through the duration of this Contract. HYS data shall be used by the County as a component of cross-site program evaluation.

VI. PROGRAM EVALUATION SUMMARY

- A. The Agency shall submit a final evaluation summary and outcome report detailing program success and challenges, including changes in participants' attitudes, knowledge, behavior, and skills on or before **January 15, 2019**.

- B. The narrative component of this report may be brief, but must reflect the outcomes for each service identified in this Contract and include the following:
1. A brief program description;
 2. What changes the Agency initially anticipated regarding program participant knowledge, skills, attitudes and/or behaviors;
 3. The Agency's actual program outcomes and how they were measured;
 4. The program's successes;
 5. The program's challenges;
 6. What the Agency will/would do differently; and
 7. Participant stories and/or anecdotal evidence of change as it relates to the program.

**EXHIBIT C
 CONTRACT BUDGET - UNIT RATE
 STUDENT SUPPORT ADVOCATE PROGRAM**

AGENCY NAME: Edmonds School District
CONTRACT PERIOD: 1/1/2018 to 12/31/2018

FUNDS AWARDED UNDER CONTRACT:

REVENUE SOURCE	FUNDING PERIOD	AMOUNT	AMENDMENT	TOTAL AMOUNT
1/10th of 1% Sales Tax	1/1/18-12/31/18	\$ 216,300		\$ 216,300
				-
				-
				-
				-
				-
TOTAL FUNDS AWARDED:		\$ 216,300	\$ -	\$ 216,300

MATCHING RESOURCES:

TOTAL MATCHING RESOURCES:	
	\$ -

MATCH REQUIREMENTS FOR CONTRACT: % N/A AMOUNT: N/A

OTHER PROGRAM RESOURCES (Identify):

SOURCE	FUNDING PERIOD	AMOUNT
TOTAL OTHER RESOURCES:		\$ -

