

ADAMS COUNTY, COLORADO  
SERVICE AGREEMENT

THIS AGREEMENT ("Agreement") is made this 21st day of May, 2012, by and between the Adams County Board of County Commissioners, located at 4430 South Adams County Parkway, Brighton, Colorado 80601, hereinafter referred to as the "County," and Maple Star Colorado, located at 2550 South Oneida Street, Suite 100, Denver, CO 80224, hereinafter referred to as the "Contractor." The County and the Contractor may be collectively referred to herein as the "Parties".

The County and the Contractor, for the consideration herein set forth, agree as follows:

**SECTION I - SERVICES OF THE CONTRACTOR**

Pursuant to the Colorado Family Preservation Act §§ 26-5-101, *et seq.*, C.R.S., as amended, the County is contracting with the Contractor to provide Supervised Visitation Services. This service is described in Staff Manual Volume 7, Section 7.303.1, A, C and J. The Contractor agrees to provide the services to families referred to by the Adams County Human Services Department ("ACHSD") as qualifying for services under the Core Services Program.

The Contractor shall provide Supervised Visitation Services for the Department of Human Services/Division of Children and Family Services, which will provide for a continuum of parenting time opportunities for neglected children in foster care or in relative placement. All services shall be in accordance with the 2012 Comprehensive Visitation Services Request for Proposal attached hereto as Exhibit "A" and the Contractor's response to the RFP attached hereto as Exhibit "B", incorporated herein by reference. Services shall be performed in accordance with customary standards of professional care.

- A. Anticipated Outcomes
- Reduce the risk of abuse and neglect
  - Shorten the length of out of home placement
- B. Performance Measures
- A lack of substantiated client complaints, and meeting the contract terms and contract capacity

Emergency Services In the event the Adams County Board of County Commissioners declares an emergency, the County may request additional services (of the type described in this Agreement or otherwise within the expertise of Contractor) to be performed by Contractor. If County requests such additional services, Contractor shall provide such services in a timely fashion given the nature of the emergency, pursuant to the terms of this Agreement. Unless otherwise agreed to in writing by the parties, Contractor shall bill for such services at the rates provided for in this Agreement.

**SECTION II - COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08**

Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, *et. seq.*, as amended 5/13/08, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:

- A. The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.

- B. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
- C. The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
- D. At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.
- E. The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.
- F. If Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the County within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.
- G. Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).
- H. If Contractor violates this Section II of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

### **SECTION III - RESPONSIBILITIES OF THE COUNTY**

The County shall provide information as necessary or requested by the Contractor to enable the Contractor's performance under this Agreement.

### **SECTION IV - TERM**

The term of this Agreement shall be from June 1, 2012, through May 31, 2013.

### **SECTION V - PAYMENT AND FEE SCHEDULE**

The County shall pay the Contractor for services furnished under this Agreement, and the Contractor shall accept as full payment for these services, the sum not to exceed one hundred twenty thousand dollars

(\$120,000.00). The Contractor will be paid on a fee for service basis using the hourly rate of fifty dollars (\$50.00).

A. Invoices

Invoices will be submitted to the County by the Contractor on a monthly basis for services performed under this Agreement. Payment of the invoices by the County will be made within twenty-five (25) days of the receipt thereof.

B. Fund Availability

The County has appropriated sufficient funds for this Agreement for the current fiscal year. Payment pursuant to this Agreement, whether in full or in part, is subject to and contingent upon the continuing availability of County funds for the purposes hereof. In the event funds become unavailable, as determined by the County, the County may immediately terminate this Agreement or amend it accordingly.

### **SECTION VI - INDEPENDENT CONTRACTOR**

In providing services under this Agreement, the Contractor acts as an independent contractor and not as an employee of the County. The Contractor shall be solely and entirely responsible for his/her acts and the acts of his/her employees, agents, servants, and subcontractors during the term and performance of this Agreement. No employee, agent, servant or subcontractor of the Contractor shall be deemed to be an employee, agent or servant of the County because of the performance of any services or work under this Agreement. The Contractor, at its expense, shall procure and maintain workers' compensation insurance as required by law. **Pursuant to the Workers' Compensation Act § 8-40-202(2)(b)(IV), C.R.S., as amended, the Contractor understands that it and its employees and servants are not entitled to workers' compensation benefits from the County. The Contractor further understands that it is solely obligated for the payment of federal and state income tax on any moneys earned pursuant to this Agreement.**

### **SECTION VII - NONDISCRIMINATION**

The Contractor shall not discriminate against any employee or qualified applicant for employment because of age, race, color, religion, marital status, disability, sex, or national origin. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices provided by the local public agency setting forth the provisions of this nondiscrimination clause.

### **SECTION VIII - INDEMNIFICATION**

The Contractor agrees to indemnify and hold harmless the County, its officers, agents, and employees for, from, and against any and all claims, suits, expenses, damages or other liabilities, including reasonable attorney fees and court costs, arising out of damage or injury to persons, entities, or property caused or sustained by any person(s) as a result of the Contractor's performance or failure to perform pursuant to the terms of this Agreement or as a result of any subcontractors' performance or failure to perform pursuant to the terms of this Agreement.

### **SECTION IX – INSURANCE**

The Contractor agrees to maintain insurance of the following types and amounts:

Commercial General Liability Insurance: to include products liability, completed operations, contractual, broad form property damage and personal injury.

Each Occurrence	\$1,000,000
General Aggregate	\$2,000,000

Comprehensive Automobile Liability Insurance: to include all motor vehicles owned, hired, leased, or borrowed.

Bodily Injury/Property Damage	\$1,000,000 (each accident)
Personal Injury Protection	Per Colorado Statutes

Workers' Compensation Insurance: Per Colorado Statutes

\* Professional Liability Insurance: to include coverage for damages or claims for damages arising out of the rendering, or failure to render, any professional services.

Each Occurrence	\$1,000,000
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\* This insurance requirement applies only to Contractors who are performing services under this Agreement as professionals licensed under the laws of the State of Colorado, such as physicians, lawyers, engineers, nurses, mental health providers, and any other licensed professionals.

The Contractor's commercial general liability, comprehensive automobile liability, and professional liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured," and shall include the following provisions:

1. Underwriters shall have no right of recovery or subrogation against the County, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the actions or negligence of the Contractor.
2. The insurance companies issuing the policy or policies shall have no response against the County for payment of any premiums due or for any assessments under any form of any policy.
3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.

All insurers of the Contractor must be licensed or approved to do business in the State of Colorado. Upon failure of the Contractor to furnish, deliver and/or maintain such insurance as provided herein, this Agreement, at the election of the County, may be immediately declared suspended, discontinued, or terminated. Failure of the Contractor in obtaining and/or maintaining any required insurance shall not relieve the Contractor from any liability under this Agreement, nor shall the insurance requirements be construed to conflict with the obligations of the Contractor concerning indemnification.

Each insurance policy herein required shall be endorsed to state that coverage shall not be suspended, voided, or canceled without thirty (30) days prior written notice by certified mail, return receipt requested, to the County.

At any time during the term of this Agreement, the County may require the Contractor to provide proof of the insurance coverages or policies required under this Agreement.

## SECTION X - TERMINATION

A. For Cause

If, through any cause, the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner, or if the Contractor violates any of the covenants, conditions, or stipulations of this Agreement, the County shall thereupon have the right to immediately terminate this Agreement, upon giving written notice to the Contractor of such termination and specifying the effective date thereof.

B. For Convenience

The County may terminate the Agreement at any time by giving written notice as specified herein to the other party, which notice shall be given at least thirty (30) days prior to the effective date of the termination. If the Agreement is terminated by the County, the Contractor will be paid an amount that bears the same ratio to the total compensation as the services actually performed bear to the total services the Contractor was to perform under the Agreement, less payments previously made to the Contractor under the Agreement.

**SECTION XI - MUTUAL UNDERSTANDINGS**

A. Jurisdiction and Venue

The laws of the State of Colorado shall govern as to the interpretation, validity, and effect of this Agreement. The parties agree that jurisdiction and venue for any disputes arising under this Agreement shall be with the 17<sup>th</sup> Judicial District, Colorado.

B. Compliance with Laws

During the performance of this Agreement, the Contractor agrees to strictly adhere to all applicable federal, state, and local laws, rules and regulations, including all licensing and permit requirements. The parties hereto aver that they are familiar with § 18-8-301, et seq., C.R.S. (Bribery and Corrupt Influences), as amended, and § 18-8-401, et seq., C.R.S. (Abuse of Public Office), as amended, and that no violation of such provisions are present. Contractor warrants that it is in compliance with the residency requirements in §§ 8-17-101, et seq., C.R.S. Without limiting the generality of the foregoing, the Contractor expressly agrees to comply with the privacy and security requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), amended by the Health Information Technology for Economic and Clinical Health Act (HITECH), passed as part of the American Recovery and Reinvestment Act of 2009, effective February 17, 2010, when exposed to or provided with any data or records under this Subcontract that are considered to be "Protected Health Information."

C. Record Retention

The Contractor shall maintain records and documentation of the services provided under this Agreement, including fiscal records, and shall retain the records for a period of three (3) years from the date this Agreement is terminated. Said records and documents shall be subject at all reasonable times to inspection, review, or audit by authorized federal, state, or county personnel.

D. Assignability

Neither this Agreement, nor any rights hereunder, in whole or in part, shall be assignable or otherwise transferable by the Contractor without the prior written consent of the County.

E. Waiver

Waiver of strict performance or the breach of any provision of this Agreement shall not be deemed a waiver, nor shall it prejudice the waiving party's right to require strict performance of the same provision, or any other provision in the future, unless such waiver has rendered future performance commercially impossible.

F. Force Majeure

Neither party shall be liable for any delay or failure to perform its obligations hereunder to the extent that such delay or failure is caused by a force or event beyond the control of such party including, without limitation, war, embargoes, strikes, governmental restrictions, riots, fires, floods, earthquakes, or other acts of God.

G. Notice

Any notices given under this Agreement are deemed to have been received and to be effective: (1) three (3) days after the same shall have been mailed by certified mail, return receipt requested; (2) immediately upon hand delivery; or (3) immediately upon receipt of confirmation that a facsimile was received. For the purposes of this Agreement, any and all notices shall be addressed to the contacts listed below:

For the County:

Adams County Purchasing and  
4430 South Adams County Parkway  
Brighton, CO 80601  
Contact: Liz Estrada  
Phone: 720.523.6052  
Fax: 720.523.6058

Adams County Attorney's Office  
4430 South Adams County Parkway  
Brighton, Colorado 80601  
Phone: 720. 523-6116  
Fax: 720. 523.6114

Human Services Department  
7401 North Broadway  
Denver, Colorado 80221  
Attn: Darwin Cox, Division Director  
Phone: 303.412.5080  
Fax: 303.412.5335

For the Contractor:  
Maple Star Colorado  
2250 South Oneida Street, Suite 100  
Denver, CO 80224  
Contact Debi Grebenik  
Phone: 303.433.1975  
Fax: 303.433.1980

H. Integration of Understanding

This Agreement contains the entire understanding of the parties hereto and neither it, nor the rights and obligations hereunder, may be changed, modified, or waived except by an instrument in writing that is signed by the parties hereto.

I. Severability

If any provision of this Agreement is determined to be unenforceable or invalid for any reason, the remainder of this Agreement shall remain in effect, unless otherwise terminated in accordance with the terms contained herein.

J. Authorization

Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights granted herein, and to perform the duties and obligations herein described.

**SECTION XII - CHANGE ORDERS OR EXTENSIONS**

A. The County may, from time to time, require changes in the scope of the services of the Contractor to be performed herein including but not limited to additional instructions, additional work, and the omission of work previously ordered. Such changes, including any increases or decreases in the amount of the Contractor's compensation, must be mutually agreed upon in writing by the County and the Contractor. The Contractor shall be compensated for all authorized changes in services, pursuant to the applicable provision in the Invitation to Bid, or, if no provision exists, pursuant to the terms of the Change Order.

B. The County may, upon mutual written agreement by the parties, extend the time of completion of services to be performed by the Contractor.

IN WITNESS WHEREOF, the Parties have caused their names to be affixed hereto.

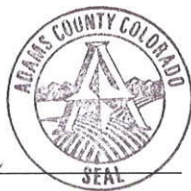
BOARD OF COUNTY COMMISSIONERS  
ADAMS COUNTY, COLORADO

[Signature]  
Chair

5-21-12  
Date

ATTEST:  
KAREN LONG  
CLERK AND RECORDER

[Signature]  
Deputy Clerk



APPROVED AS TO FORM:

[Signature]  
Adams County Attorney's Office

MAPLE STAR COLORADO

[Signature]  
Name  
Executive Director  
Title

5-7-12  
Date

Signed and sworn to before me on this 07 day of may, 2012 by

[Signature]

[Signature]  
Notary Public

My commission expires on: 3/17/2013



**CONTRACTOR'S CERTIFICATION OF COMPLIANCE**

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et. seq.*, as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

Maple Star Colorado                      5-7-12  
Company Name    Date

Debi Grebenik  
Name (Print or Type)

Debi Grebenik  
Signature

Executive Director  
Title

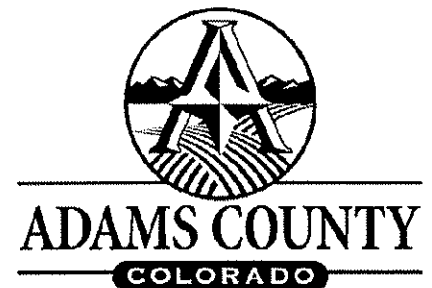
Note: Registration for the E-Verify Program can be completed at: <https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering



**ADAMS COUNTY HUMAN SERVICES DEPARTMENT  
COMPREHENSIVE VISITATION SERVICES**

**Questions due:  
Date: March 1, 2012  
Time: 4:30 P.M.**

**Proposal Opening  
Date: March 12, 2012  
Time: 3:00 p.m.**



The Adams County Board of Commissioners by and through its Purchasing Agent is accepting proposals for supervised and monitored visitation services between children and their families.

Sealed proposals for consideration will be received at the office of the Purchasing Agent, Adams County Administration Building, 4430 South Adams County Parkway, Suite C4309, Brighton, Colorado, 80601, up to **3:00 P.M., March 12, 2012**, at this time the names of the companies submitting proposals will be read out loud. The proposal opening time shall be according to our clock. Proposals may be mailed or delivered in person, but must be in a sealed envelope. No proposals will be accepted after the time and date established above, except by written addenda.

Questions about this invitation must be submitted in writing by **March 1, 2012 by 4:30 p.m.**, to Liz Estrada, Contract Administrator, who may be reached by E-mail at [lestrada@adcogov.org](mailto:lestrada@adcogov.org) or at 720-523-6052

Issuance of this invitation does not commit Adams County to award any contract or to procure or contract for any equipment, materials or services.

## **1. SPECIAL INSTRUCTIONS**

- 1.1. Three (3) copies of the proposal are required. If brochures or other supportive documents are requested, then it is required that four sets be submitted with proposal.
- 1.2. All proposals must be signed.
- 1.3. **Whenever addenda(s) are required, they must be acknowledged on the proposal form in the appropriate space so designated.**
- 1.4. Proposals may not be withdrawn after date and hour set for closing. Failure to enter contract or honor the purchase order will be cause for removal of supplier's name from the Vendor's List for a period of twelve months from the date of this opening.
- 1.5. In submitting the proposal, the vendor agrees that acceptance of any or all proposals by the Purchasing Manager within a reasonable time or period constitutes a contract. No delivery shall become due or be accepted unless a purchase order shall first have been issued by the Purchasing Department.
- 1.6. The County assumes no responsibility for late deliveries of mail on behalf of the United States Post Office.

- 1.7. The County assumes no responsibility for failure of any telephone equipment, either within its facilities or from outside causes.
- 1.8. The County assumes no responsibility for quotations being either opened early or improperly routed if the envelope is not clearly marked on the outside: **2012 COMPREHENSIVE VISITATION SERVICES.**
- 1.9. In the event of a situation severe enough to cause the Adams County Board of Commissioners to close Adams County Offices for any reason, the Purchasing Manager has the prerogative of rescheduling the proposal opening time and date. No proposal will be considered above all other proposals by having met the proposal opening time and date requirements to the exclusion of those who were unable to present their proposal due to a situation severe enough to cause the Commissioners to close the Adams County Offices.
- 1.10. Proposals must be furnished on the form as supplied by Adams County. Failure to proposal on the form provided may be cause for rejection of the proposal. Proposals must be furnished exclusive of taxes. No award will be made to any person, firm or corporation that is in arrears upon any obligation to the County.
- 1.11. If submitting a joint venture proposal or a proposal involving a partnership arrangement, articles of partnership stating each partner's responsibilities shall be furnished and submitted with the proposal.
- 1.12. The County reserves the right to waive any irregularities or informalities, and the right to accept or reject any and all proposals, including but not limited to any proposal which does not meet bonding requirements, or proposals which do not furnish the quality, or offer the availability of materials, equipment or services as required by the specifications, description or scope of services, or proposals from offerors who lack experience or financial responsibility, or proposals which are not made to form. The County reserves the right not to award proposals to the lowest and most responsive and responsible offeror, and may require new proposals.
- 1.13. The Board of County Commissioners may rescind the award of any proposal within one week thereof or at its next regularly scheduled meeting; whichever is later, when the public interest will be served thereby.
- 1.14. Only sealed proposals received by the Purchasing Department will be accepted; proposals submitted by telephone, telegram or facsimile machines are not acceptable.

1.15. Copies of the proposal documents may be obtained by E-mail at [adamspurchasing@co.adams.co.us](mailto:adamspurchasing@co.adams.co.us).

1.16. Adams County is an Equal Opportunity Employer.

2. **INSURANCE:** The Contractor agrees to maintain insurance of the following types and amounts:

2.1. Comprehensive Automobile Liability Insurance: to include all motor vehicles owned, hired, leased, or borrowed.

Bodily Injury/Property Damage accident)	\$1,000,000 (each
Personal Injury Protection Statutes	Per Colorado

3. Contractor shall comply with the requirements of the Occupational Safety and Health Act (OSHA) and shall review and comply with the County's safety regulations while on any County property. Failure to comply with any applicable federal, state or local law, rule, or regulation shall give the County the right to terminate this agreement for cause.

4. **COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08:** Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, *et. seq.*, as amended 5/13/08, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:

4.1. The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.

4.2. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

4.3. The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.

4.4. At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly

hired for employment to perform work under this public contract for services through participation in either the E-Verify Program or the Department Program.

- 4.5. The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.
- 4.6. If Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the County within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.
- 4.7. Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).
- 4.8. If Contractor violates this Section, of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

**SCOPE OF WORK  
ADAMS COUNTY HUMAN SERVICES DEPARTMENT  
COMPREHENSIVE VISITATION SERVICES**

**1. DESCRIPTION OF SERVICES AND PROGRAM GOALS**

Abused and neglected children in foster care or in relative placement are in need of comprehensive visitation services. When visitation is available to parents on a more frequent basis, the resolution of the child's situation will occur more quickly. The visitation services will provide for a continuum of parenting time opportunities.

- Supervised Visitation- provider in the room with the family at all times
- Monitored Visitation- periodic check ins
- Community Visitation- parenting time in a more natural setting
- In Home Visitation- parenting time in a family home

Visitation services will include:

- Intervention with inappropriate parent child interactions
- Modeling of appropriate parent child interactions

The determination of the type of visitation will be based on safety and needs of the child. The Supervised Visitation Services will be used only until it is safe for children to be in a monitored, community or in-home, or an unsupervised visiting situation. The following factors will be considered in determining the length of time for visitation services:

- Supervision is court-ordered;
- Safety of child/children
- Progress of parents in treatment towards resolution of abusive/neglectful behavior
- Status of court case

Provision of visitation services, between children and their parents will be in a calm, neutral environment. Each visit is a minimum of one hour, 60 minutes for the visit. The highest priority is keeping children safe. Contractor will attempt to make children feel safe and be safe while in its care. Secondly, contractor will attempt to make visiting parents feel safe and be safe while being served. Every individual will be treated in a culturally responsible manner.

The problems which required the child to be initially placed out of the home (physical abuse, emotional abuse, sexual abuse or neglect) can be dealt with in the visitation environment as the visitation worker models or teaches appropriate parent/child interaction. A safe environment for the visits would continue to be provided as ordered by the court.

This service will focus on working with the family toward the goal of reunification.

**Supervised Visitation provided at ACHSD building:**

Hours of service:

Tuesdays - Fridays from 4:00 p.m. to 8:30 p.m. with access to 3 –4 visitation rooms each evening and Saturdays from 8:30 a.m. to 6:30 p.m., with access to 5-10 visitation rooms.

Provider will have access to one ACHSD office on the first floor near the visitation rooms after 4:00 and on the weekends, including telephone and internet availability. Files will be the property of ACHSD and maintained by ACHSD and provider on the premises (access to files will be available to both entities).

**Visitation not provided at ACHSD:**

Scheduled 6 days a week, between the hours of 8:30 am to 8:00 pm.  
Dependent on the needs of the case and schedules of involved parties.

In-court testimony by provider's staff may be required. Provider staff shall be prepared to give testimony regarding their duties, observations and visitation documentation.

**2. Eligible population to be served.**

Each child will meet the following eligibility criteria:

- Program Areas 4, 5 or 6 target group defined in Volume 7 of the Colorado Revised Statutes under Child Welfare Services
- The child is placed out of the home and goal is reunification
- The level of risk of harm to the child is manageable with the provision of services
- There is a reasonable possibility that services can bring about sufficient improvement in child/family functioning as to allow a child to safely reside at home or return home upon completion of the service

**3. Time frame of the service.**

Services may be provided up to eighteen (18) months, with one (1) or more six (6) month extensions to the initial eighteen (18) months being optional if approved by an internal county department administrative review conducted by one caseworker or supervisor and one (1) or more administrator not providing direct services to the family. Documentation of the approval must be in the case record. Extensions to the original 18 month agreement must be in the form of an addendum to the agreement approved by the Board of County Commissioners not to exceed three years.

**4. Workload standard for the program.**

- 200 hours of supervised visitations monthly or 2,400 annually.  
Supervised visitation services will be provided Monday through Friday 4:00 p.m. to 8:30 p.m. and Saturday, 8:30 a.m. to 6:30 p.m.
- Approximately 400 hours of monitored/community/or in home visitations monthly or 4,800 annually  
Scheduled 6 days a week, between the hours of 8:30 am to 8:00 pm.  
Dependent on the needs of the case and schedules of involved parties.

##### **5. Staff qualifications for the service**

Visitation worker shall meet the equivalent of minimum qualifications, as defined in Section 7.000.6, Q, 3. This position has obtained a high school diploma or a General Equivalency Diploma (GED) and six months full time public contact in human services or a related field. Substitution for public contact is successful completion of a certificate program and/or college course equivalent to public contact in human services or a related field.

Program Coordinator shall meet the equivalent of the minimum qualifications, as defined in Section 7.000.6, 4:

A Bachelor's degree with a major in a human behavioral sciences field (no substitution) and three years professional casework experience

or

A Master's degree or higher in social work or human behavioral sciences field and two years professional casework experience at the journey level obtained before or after the advanced degree.

The provider Program Coordinator's duties include:

- Supervision of visitation program and workers
- assignment of cases to visitation worker
- problem solve with ACHSD workers and supervisors
- provision statistics and provide report to ACHSD,
- Provide detailed, case-specific billing to ACHSD,
- provide liaison to the designated ACDSS administrator to coordinate and modify services as needed,
- Data entry into Trails for supervised visits.

##### **6. Payment terms**

The supervised visitation component of the services is a fixed rate contract for 200 hours of visits monthly or 2,400 hour annually at ACHSD. **Only one contractor will be selected for these services**

Monitored community and in home visitation not provided at ACHSD will be based on an hourly rate for approximately 400 hours of visits or 4,800 hours annually.  
**Adams County reserves the right to select more than one contractor for these services**



## **7. Evaluation Criteria**

- **Cost – 30%**
- **Experience – 30%**
- **Qualifications & Personnel – 20%**
- **Reference – 20%**

After the evaluations are complete the committee will select the top three companies for an interview.

**ADDITIONAL REQUIRED INFORMATION**

***REFERENCE LISTING:***

Vendors shall furnish the names, addresses and telephone numbers of a minimum of three (3) firms or government organizations for which the vendor is currently furnishing or has completed service for:

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Reference \_\_\_\_\_

Telephone Number \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Reference \_\_\_\_\_

Telephone Number \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

Reference \_\_\_\_\_

Telephone Number \_\_\_\_\_

Note: Adams County reserves the right to contact any organization for which the Vendor has provided services, regardless of the Vendor's use of the organization as a reference.



**PROPOSAL FORM  
ADAMS COUNTY HUMAN SERVICES  
2012.045 COMPREHENSIVE VISITATION SERVICES  
Page 1 of 2**

**VENDOR'S STATEMENT**

I have read and fully understand all the special conditions herein set forth in the foregoing paragraphs, and by my signature set forth hereunder, I hereby agree to comply with all said special conditions as stated or implied. In consideration of the above statement, the following proposal is hereby submitted.

**Contractor has the option to:**

- A. Submit pricing for the fix fee contract, 200 hours per month for supervised visitation & for the 400 hours per month for the monitored visitation services at an hourly rate
- B. Submit pricing for just the Supervised Visitation Services – fix fee contract
- C: Submit pricing for just the Monitored Visitation Services – hourly rate

**Supervised Visitation – 200 hours/ per month**

\_\_\_\_\_  
Written Amount

\_\_\_\_\_  
\$ Dollar Amount

**Monitored Visitation Services – approximately 400 hours - hourly rate**

\_\_\_\_\_  
Written Amount

\_\_\_\_\_  
\$ Dollar Amount/per hour



**ADAMS COUNTY**  
**COLORADO**

**PROPOSAL FORM**  
**ADAMS COUNTY HUMAN SERVICES**  
**COMPREHENSIVE VISITATION SERVICES**  
Page 2 of 2

WE THE UNDERSIGNED HEREBY ACKNOWLEDGE RECEIPT OF

Addenda # \_\_\_\_\_ Addenda # \_\_\_\_\_  
If None, Please write NONE.

Company Name	Date
Address	Signature
City, State, Zip Code	Printed Name
County	Title
Telephone	Fax
E-mail Address	

**CONTRACTOR'S CERTIFICATION OF COMPLIANCE**

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et. seq.*, as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (Print or Type)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

Note: Registration for the E-Verify Program can be completed at: <https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering



**REQUEST FOR PROPOSAL  
2012.045 COMPREHENSIVE  
VISITATION SERVICES  
3/2/2012**

**Addendum No. 1 clarifies or changes the following:**

**Question:** What is the amount of the fixed rate contract that you have with Family Tree for the supervised visitation? If so, can you also please let me know if the amount is for 200 hours of visits per month or if it is based on a different service amount?

**Answer:** The current fixed rate contract amount is \$180,000. This amount is based on 200 hours a month.

**Question:** How would you like us to present our experience and qualifications?  
Reference Special Instruction 1.10.

**Answer:** How your company presents this information, is your decision. This information must be in your response. **Is there any particular form? No. Or will this be gathered through another process?** Information will not be gather through another process **Is this what the addenda is for? No.** Addenda are used to answer questions, clarify or change information contained in the Request for Proposal. **Reference Special Instruction 1.10.**

**Question:** Will questions be shared with all agencies that received the RFP?

**Answer:** Yes

**Question:** Are there more user friendly forms?

**Answer:** The forms you are required to fill out are the references form or you can use your own form, the Vendor Statement pages 1 & 2, and the Contractors Certificate of Compliance. Include additional information if you wish.

**Question:** Asking clarification on a small detail of conflicting information in the RFP regarding Supervised Visitation 4pm to 8:30pm, one place states Monday through Friday, another Tuesday through Friday?

**Answer:** Monday through Friday 4pm to 8:30 pm and also the Saturday 8:30am to 6:30 pm.

**Question:** Regarding Special Instruction 1.1, "if other brochures or other supportive documents are requested," is this at your request or our offering?

**Answer:** Both. For this RFP we have not asked for other brochures or other supportive documents. If you have additional information you would like to include, you may do so.

**Question:** Regarding Special Instruction 1.3, Could you tell us more about addenda that may be required, at your request or our offering? Would this be information on our agency experience and qualifications?

**Answer:** Adams County Purchasing will send out the addenda to all interested parties. Addenda do not include your agency's experience and or qualifications. Your agency provides this information as part of the response to the RFP.

**Question:** Is there security provided in the evenings and weekends at the DSS space provided for families to meet?

**Answer:** Yes, a security guard is present during the times the supervised visitation services are provided.

**Question:** Regarding the page labeled "Page 2 of 2, We the undersigned hereby acknowledge receipt of"

We are not quite understanding the "receipt of" part. If we are to complete this as our identifying information, we would most likely use our Golden office information. The line for county, would we put Jefferson, because this is where the office is located.

**Answer:** When I send out the addendum, which you will receive in the next few days, you must acknowledge "receipt of the addendum" by placing a 1 on the first Addenda line. If I send out a second addendum, you must acknowledge receipt of the addendum by placing a 2 on the next line, etc.

**Question:** Regarding the listing of references, is it useful and appropriate to use Adams County Department of Human Services staff who we professionally collaborate with on current contracts? Of course we would also provide professional's name's from other county DHS's as well.

**Answer:** You may use Adams County as a reference along with two or three other references.

**Question:** Are answers to all questions submitted going to be published? If so, when?

**Answer:** Yes, through an addendum by March 3<sup>rd</sup>.

**Question:** What are the specific submittal requirements? Section 1.10 indicates that proposals must be submitted on the forms supplied by Adams County. A form related to pricing and a form related to references are included in the RFP. Is there a form or specific set of submittal requirements related to Experience, Qualifications and Personnel? Are there other required submittals?

**Answer:** This question was asked by another vendor. See answer above.

**Question:** Are three or four copies of the submittal required?

**Answer:** Three

**Question:** Does Scope of Work Section 3. refer to the term of the Agreement between the County and Provider or to the arrangement between the County and the client family?

**Answer:** Between the county and the provider

Question: Regarding Supervised Visitation provided at ACHSD building - How many simultaneous supervised visits is the Contractor expected to be able to accommodate? It appears to me that this would naturally be limited to 3-4 on weekdays and 5-10 on weekends due to the number of visitation rooms available, however to staff up to 10 visits at a time would be very inefficient and costly. Would it be reasonable to propose to offer a max of 2 or 3 co-occurring supervised visits at a time or is there a need for the Contractor to have the capacity to offer more?

**Answer:** On Monday, Wednesday, Thursday and Friday, we currently have 3 visits per day. On Tuesday and Saturday we have 4 visits per day.

If you have any questions, please call me at 720-523-6052.

Liz Estrada  
Contract Administrator  
End of Addendum No. 1

**Receipt of this addendum must be acknowledged in the Proposal Tab.**





**REQUEST FOR PROPOSAL  
2012.045 COMPREHENSIVE  
VISITATION SERVICES  
3/5/2012**

**Addendum No. 2 clarifies or changes the following:**

The question listed below, was asked and answered in Addendum #1. Further clarification and number of hours the current contractor is providing is stated below.

Question: Regarding Supervised Visitation provided at ACHSD building - How many simultaneous supervised visits is the Contractor expected to be able to accommodate? It appears to me that this would naturally be limited to 3-4 on weekdays and 5-10 on weekends due to the number of visitation rooms available, however to staff up to 10 visits at a time would be very inefficient and costly. Would it be reasonable to propose to offer a max of 2 or 3 co-occurring supervised visits at a time or is there a need for the Contractor to have the capacity to offer more?

**Answer:** On Monday, Wednesday, Thursday and Friday, we currently have 3 visits per day. On Tuesday and Saturday we have 4 visits per day.

**Answer: Services are currently being provided as follows:**

Tues. – 4 simultaneous visits to total 12 hours  
Wed. - 2 simultaneous visits to total 6 hours  
Thurs. – 3 simultaneous visits to total 8 hours  
Fri. – 2 simultaneous visits to total 6 hours  
Sat. – 4 simultaneous visits to total 27 hours

Even though the current provider is not conducting visitations on Monday, Human Services want the option to consider Mondays for visitations.

If you have any questions, please call me at 720-523-6052.

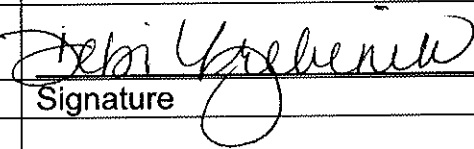
Liz Estrada  
Contract Administrator  
End of Addendum No. 2

**Receipt of this addendum must be acknowledged in the Proposal Tab.**

**PROPOSAL FORM  
ADAMS COUNTY HUMAN SERVICES  
COMPREHENSIVE VISITATION SERVICES  
Page 2 of 2**

WE THE UNDERSIGNED HEREBY ACKNOWLEDGE RECEIPT OF

Addenda # 1 \_\_\_\_\_ Addenda # 2 \_\_\_\_\_  
If None, Please write NONE.

<u>Maple Star Colorado</u>	<u>March 12, 2012</u>
Company Name	Date
<u>2250 South Oneida Street, Suite 100</u>	
Address	Signature
<u>Denver, CO 80224</u>	<u>Debi Grebenik</u>
City, State, Zip Code	Printed Name
<u>Denver</u>	<u>Executive Director</u>
County	Title
<u>303-433-1975</u>	<u>303-433-1980</u>
Telephone	Fax
<u>dgrebenik@maplestar.net</u>	
E-mail Address	

**PROPOSAL FORM  
ADAMS COUNTY HUMAN SERVICES  
2012.045 COMPREHENSIVE VISITATION SERVICES  
Page 1 of 2**

**VENDOR'S STATEMENT**

I have read and fully understand all the special conditions herein set forth in the foregoing paragraphs, and by my signature set forth hereunder, I hereby agree to comply with all said special conditions as stated or implied. In consideration of the above statement, the following proposal is hereby submitted.

**Contractor has the option to:**

- A. Submit pricing for the fix fee contract, 200 hours per month for supervised visitation & for the 400 hours per month for the monitored visitation services at an hourly rate
- B. Submit pricing for just the Supervised Visitation Services – fix fee contract
- C: Submit pricing for just the Monitored Visitation Services – hourly rate

Maple Star Colorado is submitting bids for both visitation services as follows:

**Supervised Visitation – 200 hours/ per month**

Ten thousand dollars per month/fifty dollars per hour	\$10,000/month or \$50/hour
Written Amount	\$ Dollar Amount

**Monitored Visitation Services – approximately 400 hours - hourly rate**

Fifty-five dollars per hour	\$55/hour
Written Amount	\$ Dollar Amount/per hour

**CONTRACTOR'S CERTIFICATION OF COMPLIANCE**

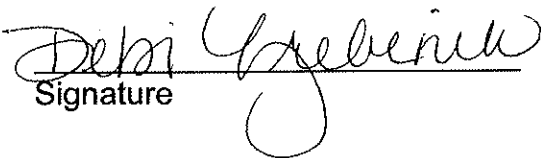
Pursuant to Colorado Revised Statute, § 8-17.5-101, *et.seq.*, as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et. seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

Maple Star Colorado  
Company Name

3/12/2012  
Date

Debi Grebenik  
Name (Print or Type)

  
Signature

Executive Director  
Title

Note: Registration for the E-Verify Program can be completed at: <https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

**ADDITIONAL REQUIRED INFORMATION**

***REFERENCE LISTING:***

Vendors shall furnish the names, addresses and telephone numbers of a minimum of three (3) firms or government organizations for which the vendor is currently furnishing or has completed service for:

Company Name	Arapahoe County Department of Human Services
Address	14980 East Alameda Drive Aurora, CO
Reference	Jan Kachenko
Telephone Number	303-636-1870
Company Name	Jefferson County Department of Human Services
Address	900 Jefferson County Parkway Golden, CO 80401
Reference	Barb Weinstein
Telephone Number	303-271-4138
Company Name	El Paso County Department of Human Services
Address	1675 W. Garden of the Gods Colorado Springs, CO 80907
Reference	Rick Bengtsson
Telephone Number	719-444-5532

Note: Adams County reserves the right to contact any organization for which the Vendor has provided services, regardless of the Vendor’s use of the organization as a reference.

Maple Star Colorado's Response  
Adams County Human Services Department  
2012 Comprehensive Visitation Services

**Maple Star Colorado**

**Program Proposal**

**SCOPE OF WORK**

**ADAMS COUNTY HUMAN SERVICES DEPARTMENT  
COMPREHENSIVE VISITATION SERVICES**

**1. DESCRIPTION OF SERVICES AND PROGRAM GOALS**

- The Facilitated Visitation Service (FVS) will be provided in a carefully planned and coordinated manner that takes into account the referred child(ren) and their family's level of need for supervision, structure and intervention. Based on the referral information provided by Adams County, a visitation format and plan will be discussed with the family and include a variety of possible issues including but not limited to: location and scheduling/duration of visits; individuals participating in visits and anyone restricted from attending visits; the level of structure/supervision to be provided by Maple Star; explanation of the reporting function the agency has as facilitator; expectations for parents in terms of preparation for visits and items they need to bring; possible learning/skill-building goals and activities to be integrated into the visitation time and some general guidelines in relation to attendance and behavior.
- It is anticipated, due to the clinical orientation and staff composition of Maple Star Colorado, a significant proportion of the families referred for facilitated visitation services would benefit from a more structured and therapeutic approach. Bachelors and Masters level staff will facilitate visits and employ a variety of interventions including: coaching and teaching skills; behavioral shaping/modification through positive reinforcement; role-playing and modeling of desired behaviors; identifying and reinforcing strengths and providing practical information and guidance. Whenever possible the visitation plan will be coordinated with any existing treatment plan in place.
- Maple Star Colorado employs a family systems and strength-based approach in all programs and services, which includes facilitated visitation. Maple Star Colorado currently has the staffing resources in place to provide this service in a flexible and responsive manner with an individualized approach to setting and format. Staff are experienced in guiding and supporting the visitation process and are able to provide varying levels of structure either within the office setting or in an appropriate community-based location. Maple Star's established track record is evident in their ability to provide accurate, detailed and timely written reports for referral sources as well as maintaining productive working relationships with Adams County Department of Human Services. This service and required reporting will be carried out in an efficient manner.

- Maple Star exhibits significant experience working with children, youth, and families within the child welfare system, particularly those with trauma histories or in placement. This experience lays the foundation for Maple Star's ability to provide safe and family-centered facilitated visitation services.
- Maple Star's seventeen years of experience in working with foster care children includes understanding the needs of abused and neglected children while also working sensitively with children's biological families. Maple Star also provided multiple years of casework and casework supervision in El Paso County which included planning and supervising visitation services. This rich experience creates a knowledge base from which Maple Star will build. Maple Star's Facilitated Visitation Services provide for a continuum of parenting time opportunities which include:
  - Supervised Visitation- provider in the room with the family at all times at Adams County DHS meeting rooms
  - Monitored Visitation- periodic check ins
  - Community Visitation- parenting time in a more natural setting
  - In Home Visitation- parenting time in a family home

Visitation services will include:

- Intervention with inappropriate parent child interactions
- Modeling of appropriate parent child interactions
- The Facilitated Visitation Services will be based on safety and needs of the child and the family's visitation plan. Visitation will occur in the setting that provides the appropriate level of safety and containment where the child can be made to feel safe. This setting will also prioritize family engagement in an effort to insure the visiting parents feel safe and respected. Both children and families will be served in a culturally responsive manner which highlights the family's strengths.
- Visitation plans are based on court orders, children's safety, parents' progress, and status of the court case. Consistent communication between caseworkers and Maple Star's visitation workers will insure compliance to the family's visitation plans. Additionally, visitation workers are trained in issues related to working with families, crisis, abuse, reunification, and observation. The visitation workers' documentation will reflect their observations in multiple domains that include interpersonal dynamics, parenting techniques, behavioral appropriateness, and logistical responsibility (arriving on time and consistently or notifying Maple Star when delays or cancellations occur).
- Maple Star's visitation workers are briefed on how to give testimony in court should the need arise. They will be prepared to discuss their duties, observations, and visitation documentation. This information will be supported by accompanying documentation.



**2. ELIGIBLE POPULATION TO BE SERVED**

- Maple Star Colorado's Facilitated Visitation Services will serve those children who meet the eligibility criteria established in this proposal.
- Maple Star's visitation workers are trained on developmental processes in an effort to understand and be aware of appropriate developmental responses from children and youth of all ages. This expertise will assist the visitation workers in their observational endeavors to determine if the child's development is impeded, encouraged, or challenged while interacting with their parents. The goal of the Facilitated Visitation Services is to allow a child to safely reside at home or to return home upon completion of the visitation services.

**3. TIME FRAME OF THE SERVICE**

- Referrals are accepted by telephone, fax or email by all management staff within the Maple Star Colorado Facilitated Visitation Services office. In all cases a completed, signed and dated referral form authorizing services is required. Within the office staff members review the service referrals to determine the best plan to provide the requested services in an effective and timely manner. Following acceptance of the referral the case will be assigned to a staff member(s) who will be expected to arrange a visit with the child and his/her family within 48 hours in cases where this is the first visit since removal from the home. In all other cases visitation will be scheduled within 5 days of receipt of the referral. Prior to the initial visitation the assigned Maple Star staff will contact the caseworker to obtain all information pertinent to facilitating the visitation not included in the original referral.

**4. WORKLOAD STANDARD FOR THE PROGRAM**

- Documentation of the approval for visitation will be in the case record. Maple Star will be in compliance with the Board of County Commissioners agreement. Services will be provided for the length of the visitation agreement.
- The schedule will include the needs of the case of the involved parties. The hours that visits are provided will be aligned with what is currently in place and will support the families and children being served.

**5. STAFF QUALIFICATIONS FOR THE SERVICE**

- *Visitation workers* shall meet the equivalent of minimum qualifications, as defined in Section 7.000.6, Q, 3. Maple Star's visitation workers all have Bachelor's Degrees; however, a worker may have obtained a high school diploma or a General Equivalency Diploma (GED) and six months full time public contact in human services or a related field in some instances; however, the majority of the staff in this position will be Bachelor's level with experience. Substitution for public contact is successful completion

of a certificate program and/or college course equivalent to public contact in human services or a related field.

- All Maple Star employees, including visitation workers, are background-searched to include finger prints and child welfare checks.
- Mandatory training for all employees includes:
  - Crisis management
  - CPR/First Aid
  - HIPPA Requirements
  - Confidentiality
  - Ethics
  - Mandatory Reporting
  - Child and Adolescent Development
  - Trauma and the Brain
  - Beyond Consequences
  - Family dynamics
  - Strengths-Based Family Theory
  - Parenting which includes signs of abuse and neglect
  - Awareness related to alcohol and substance abuse issues
  - Safety protocols
- In addition, those conducting visitation in the community are trained in safety and monitoring in the community. Currently, Maple Star's home-based programs give Maple Star the experience and expertise that will serve them in their community supervision. The following trainings are in addition to the mandatory training required of all employees:
  - Trained in Therapeutic Crisis Intervention without restraints
  - Trained in safety and containment in the community
  - Trained in assessment and self-awareness skills
- *Program Coordinator* shall meet the equivalent of the minimum qualifications, as defined in Section 7.000.6, 4:
  - Maple Star's Regional Director, Heather Morris, MSW will coordinate this program. Her twenty years of experience in Child Welfare add to Maple Star's ability to manage this program effectively and efficiently. This position will provide supervision of the program and program staff. She will be the referral contact for all cases and subsequently will assign the cases to those workers with openings.
  - Ms. Morris previously supervised a visitation program for Orange County for 2.5 years with 3-500 children and youth involved. This demonstrates her professional experience to manage this program.
- Ms. Morris' expertise in problem-solving will assist ACHSD workers and supervisors in working toward program efficacy and development. Ongoing discussions will provide opportunities for program improvement that serves families safely and expeditiously. Ms. Morris will also serve as a liaison to the designated ACDS administrator to

coordinate and modify services as needed. Weekly updates will be provided at the onset of this program in an effort to identify areas for improvement initially.

- The Regional Director also will track statistics and report to ACHSD monthly. The services provided by Maple Star will strive to meet or exceed the goals prescribed below:
  - 100% of families will have the first face-to-face visit with their child(ren) within 48 hours of their removal from the home;
  - 100% of families will have visitation set up and occurring with the frequency and duration requested by the referring worker within 5 working days of receipt of referral.
  - 85% of parents will demonstrate an increased ability to recognize and respond to their children's cues by case closure;
  - 85% of the parents will actively reinforce positive behavior and address negative behavior;
  - 90% of parents will arrive with previously requested items by the visit facilitator for the children.
  - 98% of visitation reports will be received by ACHSD within three days of the visitation or immediately (by phone) when inappropriate behavior occurs with either parent, followed up with a monthly report form.
  - ACHSD satisfaction will be rated 4 and above on the Service Satisfaction Report;
  - 94% of the families who have completed visitation facilitation services will rate the services "satisfactory" or above; Maple Star will randomly survey 20% of the caseload for this service.
  
- In addition to the prescribed goals outlined above, Maple Star will monitor visitation plan adherence and completion of individualized service goals developed collaboratively with client families.
  
- The Regional Director will also provide detailed, case-specific billing to ACHSD. The billing will be submitted on a timely basis and meet ACHSD's requirements. Invoices will be generated from Maple Star's account payable department, approved by the Regional Director and sent to ACHSD to meet their billing requirements.
  
- The Regional Director will also provide data entries into Trails. The Regional Director currently enters data into Trails which demonstrates Maple Star's ability to comply with this requirement.

**6. PAYMENT TERMS**

Maple Star's fixed rate for 200 hours of visits monthly or 2,400 hours annually at ACHSD is **\$50.00/hour** or **\$10,000 monthly/ \$120,000** annually.

Maple Star's rate of 400 hours of visits monthly or 4,800 hours annually in the community is **\$55.00/hour**. This rate is based on hourly usage versus the prior fixed rate.

Maple Star will be able to meet all of the contractual requirements as presented in the proposal and sample contract.