

ADAMS COUNTY, COLORADO
FIRST ADDENDUM TO
SERVICE AGREEMENT

THIS FIRST ADDENDUM TO SERVICE AGREEMENT ("First Addendum") is entered into this 22nd day of July, 2013, by and between the Board of County Commissioners of Adams County, Colorado, located at 4430 South Adams County Parkway, Brighton, CO 80601, hereinafter referred to as the "County," acting in its capacity as the Adams County Board of Human Services, and Maple Star Colorado, located at 2550 South Oneida Street, Suite 100, Denver, CO 80224, hereinafter referred to as the "Contractor."

RECITALS

WHEREAS, on May 21, 2012, the County entered into a Service Agreement with Maple Star Colorado to provide Supervised Visitation Services for families referred to and by Adams County Human Services Department (ACHSD) as qualifying for services under the Core Services Program, and,

WHEREAS, the term of the agreement expired on May 31, 2013, and,

WHEREAS, the County and the Contractor mutually desire to extend the Service Agreement through May 31, 2014, and,

NOW, THEREFORE, for the consideration set forth herein, the sufficiency of which is mutually acknowledged by the parties, the County and the Contractor agree as follows:

1. The County shall reimburse the Contractor for the work provided under this First Addendum in accordance with **Section V of the Service Agreement**. Beginning June 1, 2013 through May 31, 2014, Adams County will pay Maple Star Colorado a sum not to exceed \$120,000.00.
2. The term of the Service Agreement is extended through May 31, 2014.
3. The Service Agreement and this First Addendum contain 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 both parties. Any terms, conditions, or provisions of the Service Agreement that are not amended or modified by this First Addendum shall remain in full force and effect. In the event of any conflicts between the terms, conditions, or provisions of the Service Agreement and this First Addendum, the terms, conditions, and provisions of this First Addendum shall control.
4. The Recitals contained in this First Addendum are incorporated into the body hereof and accurately reflect the intent and agreement of the parties.
5. This First Addendum may be executed in multiple counterparts, each of which shall be deemed to be an original and all of which taken together shall constitute one and the same agreement.
6. Nothing expressed or implied in this First Addendum is intended or shall be construed to confer upon or to give to, any person other than the parties, any right, remedy, or claim under or by reason of this First Addendum or any terms, conditions,

or provisions hereof. All terms, conditions, and provisions in this First Addendum by and on behalf of the County and the Contractor shall be for the sole and exclusive benefit of the County and the Contractor.

- 7. If any provision of this First Addendum is determined to be unenforceable or invalid for any reason, the remainder of the First Addendum shall remain in effect, unless otherwise terminated in accordance with the terms contained in the Service Agreement.
- 8. Each party represents and warrants that it has the power and ability to enter into this First Addendum, to grant the rights granted herein, and to perform the duties and obligations herein described.

IN WITNESS WHEREOF, the County and the Contractor have caused their names to be affixed.

BOARD OF COUNTY COMMISSIONERS
ADAMS COUNTY, COLORADO

[Signature] Date 7-22-13
Chairman

ATTEST:
KAREN LONG
CLERK AND RECORDER

[Signature]
Deputy Clerk



Approved as to form:
[Signature]
Adams County Attorney's Office

MAPLE STAR COLORADO

[Signature] Date 6-24-13
Name

Signed and sworn to before me on this 24 day of June, 2013 by

[Signature]
Notary Public
My commission expires on: 3/17/2017

LAURA J. MURRAY
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20054010788
MY COMMISSION EXPIRES MARCH 17, 2017

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
Company Name

6-24-13
Date

Debi Grebenik
Name (Print or Type)

Debi Grebenik
Signature

Executive D
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

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.

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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.