

# **Guidebook for Family Resource Centers Services**

**Effective  
July 1, 2025**



# Table of Contents

<b>INTRODUCTION</b> .....	<b>3</b>
<b>MISSION STATEMENT</b> .....	<b>3</b>
<b>VISION STATEMENT</b> .....	<b>3</b>
<b>GENERAL INFORMATION</b> .....	<b>4</b>
Budget Requirements & Budget Revisions .....	4
<b>CFC INVOICING</b> .....	<b>5</b>
<b>COMPENSATION</b> .....	<b>7</b>
<b>USE OF FIRST 5 LOGO AND REVIEW OF PROGRAM MATERIALS</b> .....	<b>8</b>
Policy .....	8
Procedure.....	9
<b>ADMINISTRATION</b> .....	<b>9</b>
<b>CFC FUNDED SERVICES AND ACTIVITIES</b> .....	<b>9</b>
Parent, Caregiver, Provider Education.....	9
Resource and Referral.....	11
Developmental Screening .....	12
Outreach and Community Events .....	13
Advocacy and Parent Leadership Training.....	14
Workshops and Classes.....	15
Family, Friends, and Neighbor Early Learning Education.....	16
Parent, Caregiver, and Child Literacy .....	17
<b>PROGRAM QUALITY AND CONTRACTOR RESPONSIBILITIES</b> .....	<b>18</b>
Health and Safety Checklist.....	19
Adverse Childhood Experience Questionnaire for Adults.....	20
Program Services Matrix .....	21
<b>MANDATED CONTRACTUAL REPORTING</b> .....	<b>22</b>
<b>DATA DEFINITIONS</b> .....	<b>23</b>
<b>BUDGET LIMITATIONS DEFINITIONS</b> .....	<b>24</b>
<b>GLOSSARY</b> .....	<b>28</b>

## INTRODUCTION

First 5 Stanislaus is part of the statewide First 5 California initiative, created by voters through Proposition 10 in 1998. This landmark initiative added a 50-cent tax on tobacco products to fund programs that support the healthy development and school readiness of children from prenatal to age five—the most critical years in a child’s development.

As one of 58 county commissions across California, **First 5 Stanislaus** is committed to improving outcomes for young children and their families in our local community. The organization strategically invests in programs and partnerships that focus on:

- Strengthening families
- Promoting early learning and school readiness
- Supporting children’s physical, emotional, and social health

By collaborating with community organizations, health providers, early learning programs, and family resource centers (FRC), First 5 Stanislaus helps ensure that children in Stanislaus County grow up healthy, safe, and prepared to succeed in school and life.

## MISSION STATEMENT

Promote the importance of the first five years of life and strengthen community partner capacity through collaboration, funding, advocacy, and support to serve young children and their families so that every child in Stanislaus County thrives.

## VISION STATEMENT

Stanislaus County’s children thrive in supportive and safe environments; they have empowered, loving, and nurturing caregivers; they are healthy, eager, and ready multilingual learners; and become productive, well-adjusted members of society.

## GENERAL INFORMATION

This guidebook is a resource for funded FRCs in the areas of operations, invoicing, and reporting. The guidebook highlights contractual requirements, invoicing guidelines, methodologies for tracking & reporting data, and definitions. Information contained in this guidebook applies only for funding provided through the CFC FRC contract with a current term of one fiscal year, July 1 through June 30th.

The FRC contract contains multiple funding streams and various tracking and reporting requirements. Effective July 1, 2025, the invoicing element of the contract will be separate by funding source. The guidance provided within will reflect the invoicing requirements for CFC.

Funded FRC contractors must submit changes to contact information for the funded site to CFC, within seven (7) business days. This includes, but is not limited to, key contract administrative, program, or fiscal staff that impacts the FRC contract.

### Contract Budgets

The FRC Contractor will be prompted by CFC to submit an operational budget for the contract term. The FRC Contractor is responsible for management and monitoring of monthly expenses and budget to avoid overspending. Budget categories should be listed the same as how they intend to be billed. Contractor must submit a Cost Allocation Plan and methodology, as part of their budget, to CFC for each site prior to the start of the agreement period. Once the budgets are approved, contract staff will provide the approved version to the Contractor.

### **CFC Budget Requirements**

1. Complete a Contract Budget (line-item budget) for the CFC contract funding amount.
2. Complete a Budget Narrative with supporting details for each budget category listed in the line-item budget.
3. Contractors must monitor and track their contract funding by funding source, to avoid overspending.
4. Contractors must monitor and track their budget expenditures to actuals to avoid exceeding any budget line, by 20%.

### Budget Revisions

Budget revisions initiated by the Contractor are to be submitted in advance of the proposed change by submitting a Program Budget Revision Request. CFC may choose not to reimburse expenses incurred prior to the approval of a submitted budget revision request. Budget revision requests may be submitted at any time between July and March 1<sup>st</sup> of the fiscal year. Revisions may not be submitted after the **March 1<sup>st</sup> deadline**.

Budget revisions should be used with great discretion on the part of a Contractor. A maximum contract amount should not be viewed as the Contractor money, but rather as CFC funding approved to accomplish the goals of Scope of Work (SOW) and the budget plan that was approved. A budget plan is created for each Agreement and approved before the Agreement begins. This budget plan is the approved spending roadmap to achieve CFC priorities. If a Contractor is not expending funds in specific budget categories according to the plan, there should be no expectation by the Contractor to be entitled to maximum funding of the Agreement. Approval by CFC is required for any budget revision proposed by a Contractor that:

- Increases or decreases a line item by more than 20%
- Increases or decreases the subtotal of the Personnel, Services, or Program Expenses categories

CFC may approve Agreement budget revisions, as long as:

- The planned expenditures in the budget revision are consistent with the contractual SOW
- The budget revision does not materially change the scope, size, capacity, or direction of the program
- The budget revision does not increase the total value of the Agreement

Budget revisions shall be submitted to the following email address: [f5accounts payable@stancounty.com](mailto:f5accounts payable@stancounty.com)

Once the proposed budget is received, CFC will review the request. CFC staff may reach out for questions regarding alignment of funds to the required SOW. Once CFC has approved the request the Contractor will receive an approval memo for their records.

## CFC INVOICING

Invoices must be compliant with the terms of this Agreement. Invoice requirements are subject to change and the Contractor shall be notified in writing. Expenditures will be reimbursed for only those services, supplies, and materials that directly benefit the health and well-being of children prenatal through 5 years of age. It is acknowledged that some services provided to other family members in families with children prenatal through 5 will have a benefit to the child (Parent, Caregiver, Provider Education, Resource and Referral, Developmental Screening, Outreach and Community Events, etc.).

Expenditures made by Contractors must comply with the SOW and budget in the Agreement. CFC funding can only be used for services and activities as defined in this Guidebook in the Children and Families Commission Services and Activities sections for children 0-5 years of age and their families.

1. Each invoice shall include the following supporting documentation:
  - a. Contractor shall submit an invoice checklist with their monthly invoice
  - b. Copies of signed or electronically approved employee time studies/timecards, documenting actual time dedicated to the Agreement services
  - c. Supporting payroll registers and fringe benefit journals
  - d. Copies of paid receipts/invoices of all Contractor operational costs billed to this Agreement
  - e. Any client supportive service shall include, the supportive service description, the date supportive service was given and the purpose of the service and how it aligns with the SOW
  - f. Any gift cards purchased shall include the participant's full name, pre-approval backup documentation and shall adhere to the Auditor Controller's Incentive Gift Card policy as well as the Gift Card Guidelines policy of the Commission Policy & Procedure Manual (Section 509) for issuing incentives.
  - g. Approved flyers and calendars
  - h. Copy of approval, such as emails, memos, etc., for any item requiring pre-approval, must be included for reimbursement.
2. To ensure compliance with State and Federal regulations, CFC may require additional supporting documentation or clarification of claimed expenses.
  - a. Contractor must respond within seventy-two (72) hours with required additional documentation or clarification to avoid disallowances/partial payment of invoice.
  - b. If additional documentation or clarification is not provided to CFC within seventy-two (72) hours of request, the affected invoices shall have those expenses disallowed. Only the allowed expenses will be paid on the invoice.
  - c. Contractor may resubmit disallowed expenses as a supplemental invoice only. Supporting documentation and clarification must accompany the supplemental invoice.

3. For services provided in the months of July through April, Contractor shall submit invoices in the CFC specified format within twenty (20) days following the end of each service month. Invoice due dates for the service months of May and June will be emailed to Contractors in the month of April.

4. Invoices shall be submitted to:

First 5 Stanislaus  
Attention: Accounts Payable  
930 15th Street  
Modesto, CA 95354

OR

[F5AccountsPayable@stancounty.com](mailto:F5AccountsPayable@stancounty.com)

Accounts Payable Phone: (209) 558-4109

5. Contractor shall submit invoices for accrued vacation and/or sick time cash-outs for a staff member who has separated from service as follows:

- a. Vacation and/or sick time accrued/earned during the current Agreement period shall be reimbursed according to the allocation based on the employees' time (FTE%).
- b. Vacation and/or sick time accrual earned during the Agreement period, up to the employee's date of separation from service shall be reimbursed.
- c. Reimbursement of vacation and/or sick time shall be at the separated employee's current hourly rate of pay.
- d. Vacation and/or sick time accrued in any prior fiscal year outside of the current Agreement will not be reimbursed.

6. The list below is meant as a guideline for types of expenses that cannot be budgeted for or expended using CFC funds, unless specific program requirements are indicated, and prior approval has been obtained. Without prior approval, these types of expenses will be disallowed. This list is not all-inclusive. Unallowable expenses include, but are not limited to (Policies and Procedures Manual (P&P): Section 502):

- a. Alcoholic Beverages
- b. Tobacco products
- c. Firearms
- d. Purchase of motor vehicles
- e. Purchase of property
- f. Late Fees/Finance Charges (i.e., credit card late fees)
- g. Fees for missed conferences or trainings
- h. Costs associated with fundraisers
- i. Food/refreshments for staff meetings
- j. Items requiring pre-approval by CFC that have not been pre-approved (e.g. food, gift card, inventory items, out of county travel)
- k. Expenditures for Contractor staff including, but not limited to, stipends, bonuses, gift cards, food, or breakroom materials.

## COMPENSATION

This is a cost reimbursement Agreement. The costs reimbursed for the services and activities must be included in the approved Agreement Budget. Contractor will not be reimbursed for costs not authorized in the approved SOW, Agreement Budget, or approved Budget Revision. Costs cannot exceed authorized Agreement amounts. CFC reserves the right to withhold payment of an invoice for reimbursement for non-compliance with the requirements of the Agreement. Contractor shall not expend any funds provided pursuant to this Agreement except as expressly authorized in their approved budget or as the budget is thereafter amended or obligated.

Contractor will be compensated for the services and activities provided under this Agreement as follows:

1. CFC will pay the sum of money claimed by the approved invoice, (less any credit due CFC for adjustments of prior invoices) on or before the thirtieth (30th) day after receipt of the invoice. If the required invoice conditions are not met, CFC will pay when the necessary processing is completed and/or proper backup documentation is provided.
2. CFC will not pay for unauthorized services rendered by Contractor or for the claimed services which CFC monitoring shows have not been provided as authorized.
3. Contractor must have thirty (30) days prior approval for client support services purchases. The request should be submitted to CFC's Executive Director or designee via email. The approval must be submitted with any applicable invoice, the supportive service description, and any other backup documentation. If 30-day notice is not obtained due to extenuating circumstances, a request may be submitted with as much notice as possible and will be considered by CFC's Executive Director or designee.
4. Contractor must have thirty (30) days prior approval for gift card purchases if not already included in the FRC's budget narrative. The request should be submitted to CFC's Executive Director or designee via email. The approval must be submitted with any applicable invoice. If 30-day notice is not obtained due to extenuating circumstances, a request may be submitted with as much notice as possible and will be considered by CFC's Executive Director or designee. Gift card purchases must adhere to the Gift Card Guidelines policy of the Commission Policy & Procedure Manual (Section 509).
5. Contractor shall be reimbursed for travel costs, including transportation, lodging and meals, provided CFC has agreed in writing to reimburse the Contractor for such costs. Any reimbursement for travel costs shall be subject to and not exceed those amounts allowable under the current Stanislaus County Travel Policy. The established mileage rate, maintained by the Stanislaus County Auditor-Controller's Office, may be adjusted annually based on the Internal Revenue Service (IRS) stated rate for that year. Incremental IRS rate increases are not automatic.
  - a. NOTE: Contractor must have out of county travel approved thirty (30) days prior to travel. The request should be submitted to CFC's Executive Director or designee via email. The approval must be submitted with any applicable invoice. If 30-day notice is not obtained due to extenuating circumstances, a request may be submitted with as much notice as possible and will be considered by CFC's Executive Director or designee.
6. CFC retains the right to withhold payment on disputed claims.
7. Final payment under Agreement may be held until a termination audit is completed or until receipt of Contractor's annual narrative report.
8. Expenditures made by Contractors must comply with Federal, State, and local laws and policies; adhere to the agreed upon contractual terms; and demonstrate good stewardship of public resources.
9. CFC shall not be required to purchase any definite number of services nor does CFC guarantee to Contractor any minimum amount of funds or hours.

10. An inventory item shall be defined as equipment or materials valued at or more than five hundred dollars (\$500) or has a useful life of three (3) years or greater. Prior written approval of the Executive Director, or his/her designee, is required for all purchases of inventory items, including, but not limited to, desktops, laptops, and tablets (this does not include computer peripherals like printers or monitors). Contractor shall begin tracking inventory item(s) purchased with or financed from a minimum of 50% of Commission funds at time of purchase, until item(s) value has fully depreciated, using the method provided by the Commission.
11. To incentivize program participants or volunteers, CFC prefers that Contractors provide materials or supplies that are targeted to children 0 - 5 (books, educational materials, infant/toddler care supplies, learning games, etc.). The use of stipends or gift cards may be used as an incentive for program participants or volunteers only if the contractor has obtained pre-approval and a copy is submitted in the invoice for such items or if these expenses are specified in the Contractor's approved scope of work and budget.
12. Food or beverage items may be invoiced as an allowable expenditure when:
  - a. There is prior approval from CFC
  - b. The activity is listed in the budget/budget narrative
  - c. Special approval has been given from CFC if activity is not listed in the budget/budget narrative
  - d. The meeting targets community members, the public, and/or employees of other agencies (e.g., education or training session). An agenda or event flier and an attendance sheet or list of meeting attendees must accompany the invoice for reimbursement. The CFC reserves the right to request additional documentation as needed
  - e. The items purchased contain predominantly healthy choices: fruits, vegetables, water, juices, unsweetened drinks, etc.
  - f. The items are utilized as an inducement to increase meeting attendance.
  - g. The items are related to an extended training session (e.g., a lunch meal as a part of an all-day training session). The items are integral to the service being provided (e.g., nutrition education or obesity prevention).
  - h. Practicality, convenience, and efficiency dictate the need for such items (e.g., meetings of extended length or meetings held at sites where access to such items is not readily available).
13. Food and beverage purchases not listed on the budget, budget narrative or SOW, must be submitted on Program Food and Beverage Authorization Form and approved by CFC staff prior to the purchase.
14. Should the Contractor submit food claims that are determined by CFC staff to be excessive or not demonstrating good stewardship of public resources, a written notification may be delivered to the Contractor specifying which food purchases shall not be reimbursed to the contracting agency by the CFC.

## **USE OF FIRST 5 LOGO AND REVIEW OF PROGRAM MATERIALS**

### **Policy**

Contractors and partnering organizations are required to use the Commission's name and logo on all printed materials, promotional information, products, etc., that are funded by the Commission. The purpose of this policy is to stipulate guidelines for the use of the Commission's name and official logo on documents and publications produced by Commission grantees and partnering organizations.

## Procedure

CFC contractors/partners must adhere to the following:

- ❑ For all Commission funded activities and events, contractors and partnering organizations shall use the Commission logo on printed materials. Promotional information, products, etc. and must receive approval as to form and content prior to final printing and dissemination. The approval shall come from the Commission's Executive Director or designee
- ❑ Organizations that use the CFC logo are required to submit samples of the final product to the Commission for their information and potential use. Samples must be sent for approval **no less than five (5) business days** before their planned use.
- ❑ The following language, or something very similar, is to be included on all printed materials, promotional information, products, etc., which are funded by the CFC:
  - "This program is made possible by a grant from First 5 Stanislaus."
  - "This program is made available through a grant from First 5 Stanislaus."
  - "This program is made available through a partnership with First 5 Stanislaus."

## ADMINISTRATION

Administration refers to non-direct hours spent on complying with the CFC Agreement. Administrative hours are an inherent component of any agreement.

Examples of administration activities include:

- ❑ attending meetings
- ❑ supervision of staff
- ❑ time compiling invoices
- ❑ data collection and tracking
- ❑ time reviewing and approving staff time studies
- ❑ time completing reporting requirements associated with the Agreement training or assisting staff

### **General Time Study Guidelines**

- All administrative hours incurred by staff should be keyed to the CFC line on the Time study.
- All hours should be reflected on the time study and must be keyed to the nearest quarter hour.
- Staff time providing childcare
- Paid time off hours including holiday, vacation, sick, paid time off should be shown on the Paid Time Offline on the time study.

## CHILDREN AND FAMILIES COMMISSION FUNDED SERVICES AND ACTIVITIES

### **Parent, Caregiver, Provider Education**

Parent, caregiver, and provider education refers to services focused on enhancing parenting practices and behaviors, such as developing and practicing positive discipline techniques, learning age-appropriate child development skills and milestones (specifically ready for Kindergarten), promoting positive play and interaction between parents and children, and locating and accessing community services and support. (From the Child Welfare Information Gateway).

Activities offered through parent education programs at the FRCs may include structured, curriculum-based parenting programs, or group support for parents. Parent education is not an unstructured one-on-one time with a parent on a specific topic or crisis. This would be considered case management.

## Criteria for Activities/Services:

### Staffing

- Staff are trained and certified in curricula and able to facilitate a diverse group of participants
- Staff are provided training and supervision to maintain fidelity to the curriculum

### Space and Other Logistics

- FRCs provide a mix of hybrid and in person classes with opportunities for participant interaction
- FRCs are culturally responsive to the population they serve
- Materials and staffing are reflective of the community served and offered in a variety of languages

### Quality

- Parents have an opportunity to practice what they have learned
- The curriculum is designed for the appropriate target audience
- Classes provide a support system and learning through parent-caregiver/child interaction
- CFC emphasis on prenatal through year one education

### Process

- Classes for 0-5
- Fidelity and linkage to:
  - Nurturing Parenting Program (One cycle which is equivalent to 16 sessions)
  - PlanetBaby! - Prenatal through Age One Program (Monolingual weekly sessions will be held with a group both in the evening and during the day. Sessions will be offered in either English or Spanish.)
  - Parent Café (biweekly)
  - Dad Café (Biweekly)
- Creative Curriculum (1-2 & 3-5: also listed in Parent, caregiver, child literacy)

## Tracking:

***Time studies:*** Staff time studies should be conducted daily. Staff time including preparation, clean up, and facilitation of parent education activities should be time studied to differential response (DR), Aftercare (AC), or CFC funded activities (CFC). Time should be allocated based on the class attendance for each cost pool (e.g., if 50% of the class are CFC participants then 50% of the staff time to the nearest quarter hour should be time studied to CFC. The subcontractor should time study to the appropriate cost pool that represents the participants in attendance. Additionally, if the center is subcontracting for parent education, subcontracted staff time should only be time studied to DR, AC, or CFC for direct involvement in developing the parent education program. Coordination and supervision of parent education activities should be time studied to DR, AC, or CFC.

***Case counts:*** Case counts for parent education should be provided for the number of children associated with parents participating in parent education activities under DR or AC who are not reported as case managed. Families should only be counted one time per month. Case counts are not required for CFC funded activities.

Example: A parent attends a 12-week parenting class. The parent has 4 children (ages 7, 6, 5, 2). The case counts for the month would be 4 (if the class spanned across several months there would be 4 case counts for each month the class occurred).

***SCOARRS (Scorecards):*** Services should be reported for each child whose caregiver participated in the class (in the CFC section, track FRC children and caregivers). In the section for CSA, please track only DR and AC referred caregivers and their children.

Example: A caregiver attends an 8-week long class that crosses over 2 quarters. The caregiver would be counted 1 time only. If the caregiver is FRC and has a 2, 5, 6, and 7-year-old, the scorecard count

would be 2 for the children (the 2 and 5-year-old) and 1 for the caregiver and it would only be accounted for in the CFC/First 5 section.

Example: If the caregiver has a 5, 7, and 10-year-old, and is DR referred, the scorecard count would be split between the 0-5 section (1 count) and the 6-17 section (2 counts) for the children. The caregiver would be counted 1 time in the CSA section.

## **Resource and Referral**

FRCs will regularly make referrals to connect families to community resources, services, supports, and other FRC funded services.

### **Criteria for Activities/Services:**

#### Staffing

- Staff are educated and informed about available resources and providers

#### Logistics

- Resources are offered in person and by phone
- Services will be provided in languages appropriate to families

#### Cultural Responsiveness

- Staff will have broad knowledge of local services/resources

#### Quality

- Families are connected to all public programs for which they are eligible
- FRCs connect people to private and nonprofit resources and programs as appropriate
- FRCs are intentional about utilizing resources and referrals to build protective factors

#### Process

- Resource and Referrals
  - Mental health
  - Counseling
  - Financial stability
  - Childcare
  - After-school programming
  - Other public and private sources

### **Tracking:**

Time Studies: Staff time studies should be completed daily. Staff providing resource and referral activities as described above for differential response (DR) or AfterCare (AC) should record his/her time under differential response (DR) or AfterCare (AC) if the participant was referred by Child Welfare. Staff providing resource and referral activities as described for non-Child Welfare participants with children ages 0-5 only should be recorded under CFC funded activities.

Case Counts: Case counts for providing resource and referral activities for DR or AC referred participants should be counted under differential response (DR) or AfterCare (AC). Case counts for providing resource and referral activities for non-Child Welfare participants with children ages 0-5 are not required for CFC funded activities

(CFC). Counts should be provided for each child in the family, not the number of adults. Additionally, each family should only be counted once per month. Case counts should not be provided for administration of an intake form.

Example: A family of five referred by Child Welfare (Father, mother, child (12), child (6), child (2)) attends a class. The number of case counts would be 3, recorded under DR or AC.

## **Developmental Screening**

FRCs will provide Ages and Stages-3 (ASQ-3) developmental screenings for children and train families to administer developmental screenings.

- Each Contractor will increase the number of administered ASQ-3 by 10% from the previous year

### **Criteria for activities/services:**

#### Staffing

- Staff are trained to conduct screenings
- Staff are able to train parents and caregivers to conduct screenings

#### Logistics

- Screenings are available as needed for specific programming

#### Quality

- Screenings increase knowledge of child development and help to improve parent/caregiver child relationship

#### Process

- Developmental Screenings
  - ASQ-3 is used to screen children for identification of developmental delays
  - Train families to perform screenings (ASQ-3)
  - Provide referrals for children whose scores indicate a need for early intervention or support services as a result of screening

### **Tracking:**

Time Studies: Staff time studies should be completed on a daily basis. Staff providing a developmental screening or training families to complete a developmental screening as described above should record his/her time under differential response (DR) or AfterCare (AC) if the participant was referred by Child Welfare. Time spent on developmental screening or training families to complete a developmental screening as described above for non-Child Welfare participants with children ages 0-5 only should be recorded under CFC funded activities (CFC)

Case Counts: Case counts for developmental screening or training families to complete a developmental screening as described above should be counted under differential response (DR) or AfterCare (AC). Case counts for developmental screening or training families to complete a developmental screening as described above for non-Child Welfare participants with children ages 0-5 are not required for CFC funded activities (CFC). Counts should be provided for each child in the family, not the number of adults. Additionally, each family should only be counted once per month. Case counts should not be provided for administration of an intake form.

Example: A family of five referred by Child Welfare (Father, mother, child (12), child (6), child (2)) and attends a class. The number of case counts would be 3, recorded under DR or AC.

***SCOARRS (Scorecards):*** Services should be reported for each child who received a developmental screening or whose family participated in training related to screening.

### **Outreach and Community Events**

A Community Event is an event held by the resource center for current families or the larger community as an opportunity to engage with resource center staff and each other. Community events may be held for a specific purpose such as a healthy fair, back-to-school occasion, holiday celebration, block-party, etc. Outreach may be a by-product of the event but is not the sole purpose/goal.

Outreach refers to proactive efforts to invite and encourage families to participate in FRC programs and activities. This may include a variety of strategies intended to expand the reach of FRCs for education and information dissemination. Outreach may be an activity/event held by the FRC or be an event FRC staff attend hosted by another community partner.

### **Criteria for activities/services:**

#### Staffing

- Local events: understanding of local community
- Peer mentors
- Promotoras
- Cultivation of Community Partners
- Partnerships with professional and community organizations that are focused on the well-being of children and families

#### Space and Logistics

- A mix of hybrid and in person events (as interest and health guidelines permit)
- Expanded outreach including school events, farmers' markets, health fairs, site events, local community events and others
- Materials and staffing are reflective of the community served and in a variety of languages
- Activities should embody diversity and reflect the community served

#### Quality

- Outreach and community events planned with specific goals in mind (increase participation, reach specific target group, visibility, parent education, build relational connections, community building, etc.)
- Staff encourage development of Protective Factors and promote Protective Factors
- Adhere to evaluation, tracking timelines and agreements
- Ensure that a cross sector of organizations is reflected in partnerships (health, recreation, business, arts, etc.)
- Offer a variety of supports
  - Tangible – books
  - Social – opportunities to network, meet & greet
  - Informational – tips, posters, resource listings, and social media
  - Interactive Learning – hands-on activities

#### Process

- Provide a minimum of four community events per year
- Provide a minimum of three outreach events per year
- Contribute to a master event calendar to coordinate and track outreach efforts across FRCs with CFC
- Develop community partners to assist with the coordination of community and outreach events

### **Tracking:**

*Time Studies:* Staff time studies should be completed daily. Staff time spent on planning and providing outreach and community events as described above for non-Child Welfare participants with children ages 0-5 only should be recorded under CFC funded activities (CFC).

*Case Counts:* Case counts for participants of outreach and community events as described above for non-Child Welfare participants with children ages 0-5 are not required for CFC funded activities (CFC).

*SCOARRS (Scorecards):* Each parent/caregiver for children 0-5 who attends outreach and community events should be recorded on the scorecards.

### **Advocacy and Parent Leadership Training**

Families are supported to build and strengthen the skills to advocate for themselves and their children in a variety of situations.

Activities offered would support parents/caregivers to:

- Navigate the school environment to increase school success
- Interact with medical and mental health professionals
- Become leaders within their families, and
- Become advocates within and for their communities.

### **Criteria for activities/services:**

#### Staffing

- Staff possess relevant degree or background to provide services
- FRCs could utilize peer mentors and Promotoras as support for parents in the program
- Train the trainer (train parents/caregivers who train others)

#### Space and Other Logistics

- Provide a mix of hybrid and in person events
- Offer flexible meeting times

#### Cultural Responsiveness

- Materials and staffing are reflective of the community served and in a variety of languages
- Activities embody diversity and reflect the community served; all are welcome

#### Quality

- Staff encourage development of Protective Factors
- Race and equity-informed content
- Targeted to communities of color
- Adhere to evaluation, tracking timelines and agreements

Focus advocacy capacity building to support parents/caregivers to:

- Navigate the school environment to increase school success
- Interact with medical and mental health professionals
- Become leaders with their families
- Become advocates with and for their community

#### Process

- Abriendo Puertas/Opening Doors (Minimum of 2 cycles of Abriendo Puertas & Opening Doors from July 1st, 2025, to June 30th, 2026. A cycle is equivalent to 10 sessions and shall be held weekly/biweekly.
- Advocacy skills training may be included in parent education, workshops or through connection with other parents and caregivers
- Delivered in-person and hybrid settings

*\*Advocacy and Parent Leadership is a pilot program to expand parents' and caregivers' ability to advocate for themselves and their children. The emphasis is to build and strengthen their skills. Additional process criteria may develop as the program progresses.*

### **Tracking:**

Time Studies: Staff time studies should be completed daily. Staff time spent on planning and providing advocacy and parent leadership activities as described above for non-Child Welfare referred children ages 0-5 only should be recorded under CFC funded activities (CFC) FRC.

Case Counts: Case counts for participants' advocacy and parent leadership activities as described above for non-Child Welfare participants with children ages 0-5 are not required for CFC funded activities (CFC).

SCOARRS (Scorecards): Each parent/caregiver for children 0-5 participating in advocacy and parent leadership activities should be recorded on the scorecards.

### **Workshops and Classes**

Workshops and classes build knowledge and skills to enrich people's lives, promote optimal child and youth development, and strengthen families. These are interactive events and lead to strong social connections and a stable support system of family and friends. (FRCs, Vehicles for Change, volume 2)

Examples of workshop/class topics include financial basics, relationship communication, leadership basics, personal and family advocacy, and home organizing for child safety. Ideally, FRCs should outreach beyond their local neighborhood, utilize guest speakers, and employ hybrid delivery for larger group size.

### **Criteria for activities/services:**

#### Staffing

- Staff possess background and/or experience related to the topic they are offering
- Shared training by variety of FRC staff
- Partner organizations are invited to deliver trainings (i.e., schools, library, other community resource)

#### Space and Other Logistics

- Offer flexible meeting times
- Provide a mix of hybrid and in person events
- Workshops and classes are added to a shared calendar across FRCs
- Topics are responsive to the needs and interests of participants

#### Cultural Responsiveness

- Materials and staffing are reflective of the community served and offered in a variety of languages

#### Quality

- Workshops and classes promote the Five Protective Factors
- They are interactive and provide opportunities for participants to learn from one another
- Build on and partner with current classes/activities
- Collaborate with FRCs and CFC to organize classes for multiple agency participants

#### Process

- Utilize guest speakers
- Outreach beyond local neighborhood
- Required Topics
  - 2 Dental Care Workshops
  - 4 Nutrition Workshops offered during the evening and weekends
  - 8 Workshops on topics such as financial literacy, mental health, relationship well-being, etc.
- Suggested Topics

- Financial Basics
- Relationship Communication
- Home organizing for child safety
- How to be more patient
- Talk, Read, Sing
- How to Read a Book Like a Pro
- Personal and Family Advocacy
- Leadership Basics
- Interesting, consumer-focused subjects that resonate with the public
- Additional subjects as appropriate

**Tracking:**

Time Studies: Staff time studies should be completed daily. Staff time spent on planning and providing workshop and class activities as described above for non-Child Welfare referred children ages 0-5 only should be recorded under CFC funded activities (CFC).

Case Counts: Case counts for planning and providing workshop and class activities as described above for non-Child Welfare participants with children ages 0-5 are not required for CFC funded activities (CFC).

SCOARRS (Scorecards): Each parent/caregiver for children 0-5 participating in workshop and class activities should be recorded on the scorecards.

**Family, Friends, and Neighbor Early Learning Education**

FRCs will identify their participants that are Family, Friend, and Neighbor (FFN) childcare providers and implement strategies to increase quality in childcare provision.

**Criteria for activities/services:**

Staffing

- Staff are trained in Early Care and Education (ECE) quality activities and techniques through IMPACT partnership

Space and Other Logistics

- Provide a mix of hybrid and in person activities at the FRCs
- Offer flexible scheduling to accommodate providers' work schedule
- Offer possible alternate training locations with partner organizations (libraries, other agencies)

Cultural Responsiveness

- Reflective of the community served and offered in a variety of languages
- Recognizing that caregivers are by definition unlicensed

Quality

- Conducted with dignity and respect
- Staff connection to the IMPACT program for coaching and support
- Meeting caregivers and children where they gather in the community

Process

- Begin by identifying FFN caregivers currently within the FRC
- Staff to train FFN caregivers within the FRC
- Refer 20 FFN caregivers to Stanislaus County Office of Education Resource and Referral Program
- Staff to provide targeted training at local libraries and alternative settings for implementation

## **Tracking:**

Time Studies: Staff time studies should be completed daily. Staff time spent for Family, Friends, and Neighbor early education as described above for non-Child Welfare referred children ages 0-5 only should be recorded under CFC funded activities (CFC).

Case Counts: Case counts for Family, Friends, and Neighbor early education as described above for non-Child Welfare participants with children ages 0-5 are not required for under CFC funded activities (CFC).

SCOARRS (Scorecards): Each caregiver/provider participating in the Family, Friends, and Neighbor training should be recorded on the scorecards.

## **Parent, Caregiver and Child Literacy**

FRCs provide children with evidence-based, developmentally appropriate programs that support active learning and promotes progress in all developmental areas; parents/caregivers are connected to resources for age-appropriate books and educated to support their children to meet physical, social/emotional, and cognitive development and early literacy.

### **Criteria for activities/services:**

#### Staffing

- Staff are certified in evidence-based training curricula
- Knowledge of age-appropriate experiences for parents/caregivers and children

#### Space & Other Logistics

- Center location for take-home resources and book distribution
- Popup or curbside for neighborhood distribution
- Hybrid or in person classes for training
- Social media distribution

#### Cultural Responsiveness

- Reflective of the community served and in a variety of languages

#### Quality

- Conducted with dignity and respect
- Staff trainers are provided training and supervision
- Books and other materials are age appropriate, distributed equitably, and in a variety of languages that reflect the needs of community

#### Process

- Creative Curriculum (Minimum of one class per week, one hour per class, for 48 weeks of CA Infant & Toddler Learning and Development Foundations from July 1st, 2025, to June 30th, 2026. Minimum of two classes per week, 2 hours per class, for 48 weeks of CA Preschool Learning Foundations from July 1st, 2025, to June 30th, 2026.)
- In person Storytime offered at least once a month
- Book distribution (should be tied to a literacy program)

## **Tracking:**

Time Studies: Staff time studies should be completed daily. Staff time spent on parent, caregiver and child literacy activities as described above for non-Child Welfare referred children ages 0-5 only should be recorded under CFC funded activities (CFC).

Case Counts: Case counts for participants receiving parent, caregiver and child literacy activities as described above for non-Child Welfare participants with children ages 0-5 are not required for CFC funded activities (CFC).

SCOARRS (Scorecards): Each child participating in parent, caregiver and child literacy activities should be recorded on the scorecards.

## **PROGRAM QUALITY AND CONTRACTOR RESPONSIBILITIES**

### Program Quality Standards

Contractor will operate the FRC services according to the CFC-FRCG. Contractor will conduct an annual Center Quality Assessment Process, in order to produce a SOW work plan and document progress at least quarterly.

#### Year 1 Deliverables:

- Contractor will submit a summary of the results of a Center Quality Assessment Process conducted between July 1st, 2025, and December 31st, 2025.
- Contractor will submit a SOW work plan by December 31st, 2025, to be implemented January 1st, 2026.
- Contractor will document progress on the SOW work plan at least quarterly from April 1st, 2026 – June 30th, 2026, and will make progress reports available upon CFC’s request.

# Health & Safety Checklist

Site :

Address :

Phone :

Date :

## Facility Safety

- Emergency exits are clearly marked and unobstructed.
- Fire extinguishers are available, properly mounted, and inspected regularly.
- First aid kits are stocked, easily accessible, and checked monthly.
- Electrical outlets are covered or tamper-resistant, especially in child-accessible areas.
- Floors are clean, dry, and free of tripping hazards (e.g., cords, clutter).
- Working smoke and carbon monoxide detectors are installed and tested regularly.
- Adequate lighting is provided in all workspaces and common areas.
- Hazardous materials (cleaners, chemicals) are stored safely and labeled clearly.
- Heating and cooling systems are functional and safe for indoor use.
- Secure all hazardous materials out of children's reach.

## Health Protocols & Hygiene

- Restrooms are clean, stocked, and accessible for all clients, including those with disabilities.
- Handwashing stations are stocked with soap, paper towels, and signage.
- Hand sanitizer is available in common areas and entry points.
- Surfaces (desks, doorknobs, toys, etc.) are cleaned and disinfected daily.
- Personal protective equipment (PPE) is available for staff when needed.
- A sick policy is in place for staff and clients, including clear return-to-work guidance.
- Ventilation is adequate to reduce airborne illness transmission.
- Tissues and trash bins are easily accessible and regularly emptied.
- Diapering areas (if applicable) are sanitized after each use.
- Staff are trained on current health and hygiene procedures.

## Emergency Preparedness & Staff Safety

- Emergency contact numbers and evacuation plans are posted and up to date.
- Staff have received CPR and basic first aid training.
- Emergency drills (fire, earthquake, lockdown) are conducted regularly and documented.
- Incident report forms are available and used when needed.
- Staff know procedures for handling suspected child abuse or neglect reports.
- Visitor sign-in/sign-out procedures are enforced.
- All entrances are secure, and access is monitored.
- Staff have access to mental health or wellness support resources.
- A communication plan exists for reaching families during an emergency.
- Safety concerns or maintenance issues can be reported easily and addressed promptly.

**Adverse Childhood Experience Questionnaire for Adults**  
 California Surgeon General's Clinical Advisory Committee



Our relationships and experiences—even those in childhood—can affect our health and well-being. Difficult childhood experiences are very common. Please tell us whether you have had any of the experiences listed below, as they may be affecting your health today or may affect your health in the future. This information will help you and your provider better understand how to work together to support your health and well-being.

<p><b>Instructions:</b> Below is a list of 10 categories of Adverse Childhood Experiences (ACEs). From the list below, please place a checkmark next to each ACE category that you experienced prior to your 18<sup>th</sup> birthday. Then, please add up the number of categories of ACEs you experienced and put the <i>total number</i> at the bottom.</p>	
1. Did you feel that you didn't have enough to eat, had to wear dirty clothes, or had no one to protect or take care of you?	<input type="checkbox"/>
2. Did you lose a parent through divorce, abandonment, death, or other reason?	<input type="checkbox"/>
3. Did you live with anyone who was depressed, mentally ill, or attempted suicide?	<input type="checkbox"/>
4. Did you live with anyone who had a problem with drinking or using drugs, including prescription drugs?	<input type="checkbox"/>
5. Did your parents or adults in your home ever hit, punch, beat, or threaten to harm each other?	<input type="checkbox"/>
6. Did you live with anyone who went to jail or prison?	<input type="checkbox"/>
7. Did a parent or adult in your home ever swear at you, insult you, or put you down?	<input type="checkbox"/>
8. Did a parent or adult in your home ever hit, beat, kick, or physically hurt you in any way?	<input type="checkbox"/>
9. Did you feel that no one in your family loved you or thought you were special?	<input type="checkbox"/>
10. Did you experience unwanted sexual contact (such as fondling or oral/anal/vaginal intercourse/penetration)?	<input type="checkbox"/>
<b>Your ACE score is the total number of checked responses</b>	

Do you believe that these experiences have affected your health?  Not Much  Some  A Lot

Experiences in childhood are just one part of a person's life story.  
 There are many ways to heal throughout one's life.

Please let us know if you have questions about privacy or confidentiality.

Program Services Matrix

<b>Program Services Matrix</b>	
Early Learning Alignment	Programs must align with CA Infant & Toddler Learning and Development Foundations and CA Preschool Learning Foundations. All child-serving lesson plans must use Creative Curriculum©.
Infant & Toddler Foundations	Provide 8 cycles of education classes for parents and children ages 1–2 years.
Preschool Learning Foundations	Provide 8 cycles of classes for children ages 3–5, with priority for those transitioning into TK and not enrolled in preschool.
Evidence-Based Parenting Classes	Offer evidence-based parenting classes using approved curricula: Nurturing Parenting, Abriendo Puertas, Parent Cafés.
Nurturing Parenting	Provide a minimum of one 16-session cycle.
Abriendo Puertas	Provide a minimum of 2 cycles (10 sessions each), held weekly or biweekly.
Opening Doors	Provide a minimum of 2 cycles (10 sessions each), held weekly or biweekly.
Parent Café	Provide a minimum of 20 hours of biweekly Parent Café sessions.
Dad Café	Provide a minimum of 20 hours of biweekly Dad Café sessions.
PlanetBaby! Prenatal Education	Offer daytime and evening/weekend prenatal to year-one education using CFC guidelines (monolingual groups).
Literacy/Story Time	Provide 48 hours of in-person, developmentally appropriate literacy sessions.
Parent Workshops	Provide at least 8 workshops on topics such as financial literacy, mental health, and relationship well-being.
Dental Workshops	Provide 2 dental care workshops for children prenatal to age five and their families.
Nutrition Workshops	Provide 4 nutrition workshops for parents and caregivers, held during evenings or weekends.
Additional CFC Curriculum	Provide 70 hours of programming using CFC-provided curriculum.
FFN Referrals	Submit a minimum of 20 referrals for FFN (Family, Friend, and Neighbor) caregivers.

# MANDATED CONTRACTUAL REPORTING

## Monthly Reporting

FRC Contractor must submit monthly data reports associated with services and activities via a data reporting tool supplied by each funding source. Monthly data reports may be duplicative. FRCs may report individuals/families who receive services each month they participate or engage with the site during the fiscal year.

FRC Contractor shall enter monthly data into CFC's approved electronic data system. However, the count for each month should be non-duplicative. If a family receives multiple types of services (School Readiness, Parent, Caregiver Provider Education etc.), the FRC should report each service provided to the family **once** per month on the report. Monthly reports are due on the last day of the month following the reporting month (Ex: the July report is due on August 31).

## Quarterly Reporting

FRC Contractor shall submit all **quarterly** reports as follows:

- Quarter 1 (July – September): Due October 31
- Quarter 2 (October – December): Due January 31
- Quarter 3 (January – March): Due April 30
- Quarter 4 (April – June): Due July 31

## Stanislaus County Outcomes and Results Reporting Sheet (SCOARRS) and Demographic Data

SCOARRS and demographic data are non-duplicative. The services provided for a specific family should only be reported once per fiscal year. If a family receives multiple types of services (Case Management, Parent, Caregiver Provider Education etc.), the FRC should report each service provided to the family **once** per fiscal year on the SCOARRS and demographic datasheet via the CFC's approved electronic data system.

The Contractor shall report **quarterly** to CFC staff using SCOARRS, demographic datasheet, Program Statistical reports or other forms provided by CFC via the CFC's approved electronic data system.

All **quarterly** reports shall be submitted via the CFC's approved electronic data system.

FRC Contractor shall conduct a customer satisfaction survey during the second and fourth quarters of the Fiscal Year using the form provided.

- FRC will compile and report survey results as follows:
  - Quarter 2 is due - January 31
  - Quarter 4 is due - July 31

Results shall be uploaded to the CFC's approved electronic data system.

## Annual Reporting

Contractor shall submit to CFC an **annual report** in the format provided by CFC. The annual report shall be submitted no later than August 5<sup>th</sup> to the following:

- CFC's approved electronic data system

Contractor shall develop and conduct an employee satisfaction survey **annually**.

## DATA DEFINITIONS

### Monthly Reporting

Monthly Total Served (Number of Unduplicated Families/Number of Unduplicated Individuals) - Counted only once regardless of how many times they received services throughout the fiscal year.

Monthly Total Number of New FRC Clients: Only report on clients that are new to your FRCs services.

Number of New Class Attendees: Only count those who have not attended session/class in in current fiscal year.

Total Number Served: Each FRC client should be counted only once per month, regardless of the number of times they attend. If a family receives multiple types of services (School Readiness, Parent, Caregiver Provider Education etc.), the FRC should report each service provided to the family **once** per month on the report.

Nurturing Parenting: The 16-Week Nurturing Parenting Curriculum is an evidence-based program designed to strengthen positive parenting skills and build nurturing family relationships. Over the course of 16 weekly sessions, parents and caregivers learn about child development, empathy, positive discipline, and healthy communication, all aimed at reducing family stress and promoting long-term emotional well-being for both parents and children.

Abriendo Puertas/Opening Doors: Abriendo Puertas/Opening Doors is a 10-week, evidence-based parenting program created by and for Latino parents with children ages 0–5. The curriculum empowers parents with knowledge and tools to support their children's early development, school readiness, and overall well-being. Sessions cover topics such as early literacy, health, social-emotional development, and advocacy, all within a culturally relevant framework that celebrates family strengths and community values.

PlanetBaby!: A supportive, monolingual gathering held weekly—either in-person or hybrid—for pregnant women and mothers of babies aged 0–1 year. Facilitated by trained leaders in English or Spanish, each 55-minute session offers a blend of peer connection, shared experiences, and helpful guidance on healthy pregnancy and early parenting. Participants engage in interactive discussions and periodic educational segments to build community, confidence, and knowledge during this crucial first year.

Community Event: An event organized by an external agency, organization, or community group—such as health fairs, school functions, or cultural celebrations—where the contractor's staff participates as attendees rather than organizers or presenters. Attendance at these events provides opportunities for community engagement, relationship-building, visibility of services, and staying informed about local needs and resources.

Outreach Event: An outreach event involves proactive efforts by contractor staff to engage directly with the community to raise awareness of available services, share resources, and build relationships. This may include:

- Hosting events such as informational sessions, workshops, or resource fairs
- Door-to-door outreach to distribute materials and speak with families in targeted neighborhoods
- Visiting local places such as parks, libraries, community centers, or businesses to connect with families where they naturally gather

Outreach events are typically planned and led by the contractor and are a key strategy for reaching underserved populations, increasing visibility, and fostering trust within the community.

Parent Café / Dad Café (Be Strong Families Model): Parent Cafés and Dad Cafés are structured, peer-led gatherings based on the Be Strong Families framework, designed to engage parents and caregivers in meaningful conversations that build protective factors, strengthen families, and support personal growth.

Using a World Café style format, participants rotate through small group discussions centered around themes such as resilience, relationships, communication, and self-care.

- Parent Cafés are open to all caregivers and focus on general parenting topics.
- Dad Cafés are specifically designed to create a welcoming space for fathers or male caregivers to share experiences and support each other.

Facilitated by trained hosts, these Cafés provide a safe, reflective environment that encourages connection, empowerment, and community building.

**Creative Curriculum® for Infants & Toddlers:** The Creative Curriculum® for Infants, Toddlers & Twos is a research-based, comprehensive early childhood program that supports the development of children from birth to age 3. It focuses on building secure relationships, responsive caregiving, and developmentally appropriate experiences across key areas such as language, cognitive, physical, and social-emotional growth. The curriculum encourages exploration and discovery through intentional routines and engaging learning environments tailored to each child's needs and interests.

**Creative Curriculum® for Preschool / TK / Kindergarten:** The Creative Curriculum® for Preschool is a play-based, research-driven curriculum designed for children ages 3–5, including transitional kindergarten (TK) and kindergarten. It promotes hands-on learning across all domains—literacy, math, science, social studies, the arts, and social-emotional development—while fostering curiosity, independence, and critical thinking. Aligned with state early learning standards, it supports both teacher-guided and child-initiated activities in a well-structured yet flexible classroom environment.

**Extra CFC-Approved Curriculum:** This refers to any supplemental curriculum that has been reviewed and approved by Children & Families Commission (CFC) to enhance or support early childhood learning and family engagement efforts. These additional curricula are used alongside core programs to address specific developmental areas, such as social-emotional learning, school readiness, health and nutrition, or parenting skills.

All extra curricula must align with CFC goals, be evidence-based or research-informed, and support positive outcomes for children and families. Use of these materials requires prior approval and adherence to fidelity guidelines, as applicable.

## **BUDGET LIMITATIONS DEFINITIONS**

### **Program Leadership:**

The Contractor shall designate up to two individuals to serve in Program Leadership roles. These individuals will be responsible for the oversight, coordination, and support of FRC services staff and daily program operations. Support includes, but is not limited to, serving as a backup for all CFC funded positions.

Their duties shall include, but are not limited to:

- Providing direct supervision and guidance to FRC staff to ensure quality service delivery, staff accountability, and alignment with program goals.
- Supporting staff in the implementation of activities and services that reflect the core objectives of the Family Resource Center.
- Monitoring staff performance, providing regular feedback, and identifying opportunities for professional development.
- Ensuring compliance with program requirements, timelines, and reporting expectations as outlined by CFC.
- Serving as the primary point of contact for communication between FRC staff and CFC staff.
- Participating in leadership meetings, trainings, and collaborative planning efforts as requested by CFC.
- Coordinating schedules, staffing coverage, and the general flow of daily operations at the Family Resource Center.

### **Engagement / Outreach:**

The Contractor shall designate staff to serve in an Engagement/Outreach role, with 100% of their time dedicated to community outreach and engagement activities that promote awareness of and connection to FRC services. This position can serve as support for the childcare position.

Responsibilities include, but are not limited to:

- Conducting consistent, community-based outreach to increase visibility of the FRC and build relationships with families, community members, and local organizations.
- Engaging with pregnant individuals, families with children ages 0–5, and underserved populations to connect them to FRC programs, services, and resources.
- Distributing outreach materials at community events, schools, health clinics, and other relevant locations.
- Attending and actively participating in community meetings, events, and partner gatherings to represent the FRC and share program information.
- Tracking outreach efforts, including locations visited, individuals reached, and materials distributed, and reporting this data in accordance with CFC guidelines.
- Collaborating with Program Leadership and FRC staff to ensure outreach strategies align with program goals and community needs.
- Assisting in the planning and promotion of FRC-hosted events, workshops, and family engagement activities.
- Maintaining a regular presence in the community to foster trust and strengthen connections with families.

### **Childcare:**

The Contractor shall designate no more than one individual to fulfill a combined role that supports FRC service operations through child supervision, participant intake, resource and referral support, and facilitation of Creative Curriculum-based activities.

Responsibilities include, but are not limited to:

- Providing safe, developmentally appropriate supervision and care for children during parent classes, support groups, and FRC-hosted events.
- Conducting participant intake, including assisting families with sign-in processes, collecting demographic information, and ensuring proper documentation for reporting purposes.
- Offering resource and referral services by assessing family needs and connecting them to appropriate programs, community services, or internal FRC supports.
- Implementing early learning activities using Creative Curriculum or other approved curricula, with a focus on school readiness, social-emotional development, and parent-child interaction.
- Maintaining a clean, welcoming, and engaging environment for children and families.
- Supporting family engagement by encouraging participation in FRC programs and assisting in follow-up where needed.
- Collaborating with other FRC staff to ensure smooth program flow and a coordinated service delivery experience for families.

### **Program Classes:**

The Contractor shall designate no more than two individuals to support FRC services programming through the coordination and delivery of all CFC SOW required programs and classes, program planning, developmental screenings, and data collection/reporting.

Responsibilities include, but are not limited to:

- Planning, coordinating, and facilitating classes and workshops that support parenting skills, child development, health and safety, and other relevant topics aligned with the goals of the FRC.
- Supporting overall program delivery, including scheduling, material preparation, and collaborating with external presenters or facilitators as needed.
- Conducting developmental screenings (e.g., ASQ-3, ASQ:SE) for children ages 0–5 in alignment with FRC guidelines and best practices and providing follow-up referrals or resources as appropriate.
- Ensuring screening data is accurately recorded, tracked, and followed up on in coordination with other FRC staff and/or referral partners.
- Collecting and entering data related to attendance, program participation, outcomes, and referrals in the designated data tracking system or online portal.
- Assisting in the preparation of reports and ensuring all data-related deliverables are submitted on time and in accordance with CFC requirements.
- Collaborating with other FRC team members to ensure program alignment with identified family needs and community priorities.

### **Indirect costs:**

Indirect costs are organizational expenses that are not directly attributable to a specific program, activity, or service, but are necessary for the general operation of the organization. These costs support multiple programs or services and cannot be easily assigned to one cost objective without the use of a cost allocation method.

The maximum CFC reimbursable rate is 15%, applicable to salaries and benefits only. Federal indirect cost rates do not apply to CFC contracts. The following are examples of indirect costs that shall not be billed to the CFC contract: salaries and expenses of all positions not outlined in the SOW, including but not limited to executive officers, administrative personnel (e.g., accounting, data, IT), and general maintenance staff.

Under the CFC contract, a Maximum Reimbursable Rate applies only to Salaries and Benefits. Federal Indirect Cost Rates (e.g., those approved under a federal grant) are not applicable to CFC-funded agreements.

Examples of indirect costs that shall not be billed to the CFC contract include:

- Salaries and expenses of executive leadership (e.g., Executive Directors, CEOs)
- Administrative personnel (e.g., accounting, data management, IT support)
- General maintenance or facilities staff
- Organization-wide operational expenses not directly tied to CFC-approved deliverables

CFC funds must be used exclusively for direct program services and associated personnel as outlined in the approved SOW. Organizations are expected to cover indirect/administrative costs through other funding sources unless explicitly stated otherwise.

### **Program expenses:**

Program expenses are direct costs that are specifically and exclusively related to the delivery of services, activities, and objectives outlined in the approved SOW. These expenses support the implementation of programmatic functions and are allowable under the CFC contract when clearly tied to program outcomes and activities.

Program expenses must be reasonable, necessary, and directly related to the delivery of services funded by CFC. All program expenses must be clearly documented and must align with approved budgets and contract guidelines.

Examples of allowable program expenses include:

- Childcare supplies (e.g., toys, diapers, snacks for supervised childcare sessions)
- Educational materials (e.g., books, handouts, learning tools for parent/child engagement)
- Outreach materials (e.g., flyers, posters, incentives directly tied to community engagement)
- Curriculum costs (e.g., purchase or licensing of parenting or early childhood development curricula)
- Data platform fees (if used for tracking and reporting outcomes tied to the SOW)
- Mileage for staff travel directly related to outreach, service delivery, or required meetings (must follow County mileage reimbursement policy)
- Allocated office supplies (only those that are clearly used for program delivery, not general agency overhead)

### **General Operating Expenses:**

General operating expenses refer to the ongoing costs associated with the overall operation and administration of an organization. These costs are not directly tied to the delivery of a specific program or service but are necessary for the organization's day-to-day operations.

Under CFC contracts, general operating expenses are considered indirect costs and are not reimbursable unless explicitly stated otherwise in the contract agreement. These costs support the broader infrastructure of the organization and cannot be easily attributed to a specific activity or deliverable in the SOW.

Examples of general operating expenses that are not reimbursable under CFC include:

- Lease or rent for general office space
- Utilities (e.g., electricity, water, gas for general office use)
- Maintenance and janitorial services
- Office equipment leases (e.g., copiers, printers not used exclusively for program work)
- IT or data services not directly related to program implementation or reporting
- Insurance, security, or organization-wide service contracts

Organizations are expected to cover general operating expenses through other funding sources. Any shared or allocated cost must be clearly documented and only reimbursed if it directly supports the approved program and is allowable per the contract.

## GLOSSARY

**AfterCare:** Services provide ongoing preventative services to families that have completed Family Reunification (FR) or have had an open Family Maintenance (FM) case, and their cases are not closed. Participant referrals would be made by CSA to the FRC.

**Assessment:** Assessment is the process of identifying, selecting, designing, collecting, analyzing, interpreting, and using information to determine a family's needs. Essentially, assessment is an integral part of the FRC determining the most effective way to work with a specific family.

**Case Counts:** Case counts represent the number of children (under the age of 18) whose family received services. Case counts are recorded on the monthly invoice and reflect services provided to families served through the center. The invoice should reflect the number of children (under the age of 18) per month whose families received services. Case counts do not carry over month-to-month.

**Case Management:** Case management shall be defined as a collaborative process of assessment, planning, facilitation, and advocacy for options and services to meet a family's needs through communication and available resources to promote quality cost-effective outcomes.

**Child & Family Services (CFS):** A division of Community Services Agency which sends Differential Response referrals to Family Resource Centers.

**Child Welfare Services (CWS):** Child protection services comprised of a number of services and interventions that are organized into programs which together, form a continuum of efforts aimed at safeguarding the well-being of children and adults in ways that strengthen and preserve families, encourage personal responsibility, and foster independence.

**Children 0-5:** Children ages 0-5 are eligible for services funded by the CFC. A child is eligible until he/she turns 6 years old. If a child turns 6 after the first of the month, the child may continue to receive services through the end of the month.

**Children 0-17:** Children ages 0-17 are eligible for DR and AC services through the CSA funding if there is a CSA referral.

**Community Event:** An event held by the resource center for current families or the larger community as an opportunity to engage with resource center staff and each other. Community events may be held for a specific purpose such as a healthy fair, back-to-school occasion, holiday celebration, block-party, etc. Outreach may be a by-product of the event but is not the sole purpose/goal.

**Contact:** Contact is defined as completed if the case manager is able to receive any sort of response (verbal, non-verbal) in writing or in person.

**Attempted Contact:** Is defined as an attempt to reach person or family without receiving any sort of response (verbal, non-verbal) in writing or in person.

**Cost Pools:** Service categories on the invoice recording case counts and expense distribution based on time studies. Cost pools on the invoices are as follows:

<b>DR</b>	Differential Response (Child Welfare referred participants) <i>Allowable Activities: Case Management, Parent/Caregiver Education, Developmental Screenings, Resource &amp; Referral</i>
<b>AC</b>	AfterCare (Child Welfare referred participants) <i>Allowable Activities: Case Management, Parent/Caregiver Education, Developmental Screenings, Resource &amp; Referral</i>

<b>CFC</b>	Children and Families Commission funded activities <i>Allowable Activities: Outreach/Community Events, Advocacy/Parent Leadership, Parent, Developmental Screenings, Caregiver, Provider Education, Workshops &amp; Classes, Family, Friends, &amp; Neighbors Training, Parent/Caregiver Child Literacy, Resource &amp; Referral</i>
<b>AD</b>	Administration of the Agreement
<b>Non-FRC</b>	Non-CFC/CSA FRC funded activities

**Developmental Screening:** An assessment tool used to screen children for identification of developmental delays. Currently CFC requires FRCs to use the Ages and Stages Questionnaire (ASQ-3).

**Differential Response:** An alternative intake, assessment and service delivery structure that allows a child welfare agency to respond in a more flexible manner (with three response paths) to referrals of child abuse and neglect. The path of response is based on the assessed safety and risk reported, as well as to the needs, resources and circumstances of the family. Participant referrals would be made by CSA to the FRC.

**Family, Friend, and Neighbor (FFN):** A person who provides care to a child that is a relative, friend, or neighbor, or a babysitter or nanny. These providers are typically exempt from licensing and regulations. They may not be required to meet health, safety, and training standards unless they care for children who receive government financial assistance.

**Inventory Item:** Any equipment, materials, supplies, or property having useful life of three (3) years or greater and a value in excess of Five Hundred Dollars (\$500) reimbursed from funds provided under this Agreement

**Outreach Event:** An event held or attended with the sole purpose of distributing information to families with the intent to bring awareness to the resource center and its services and ultimately engaging new families in the resource center's programs.

**PlanetBaby!:** A prenatal to age one support group-based program funded by CFC. PlanetBaby! is based on the 5 Protective Factors and provides some education to participants through the use of pre-approved videos. PlanetBaby! uses a standardized model offered in-person and hybrid every week. **Groups are monolingual.**

**Promotoras:** A lay Hispanic/Latino community member who receives specialized training to provide basic mental health education in the community without being a professional mental health provider. While most of their work involves educating target audiences about mental health issues affecting their community, they also provide guidance in accessing community resources associated with mental health. Promotoras serve as liaisons between their community, mental health professionals, and human and social service organizations. As liaisons, they often play the roles of an advocate, educator, mentor, outreach worker, role model, and interpreter.

**Resource and Referral:** Connecting families to available community resources, services, supports, and other FRC funded services which may be of assistance to the families.

**(SCOARRS) Stanislaus County Outcomes and Results Reporting Sheet:** Outcome reporting sheet for the activities provided.

**Subcontractor:** Contracted services paid for through the FRC grant. Subcontractors should report data and time studies to the FRC paying for the services. Subcontractors are required to comply with the FRC Guidebook and the CFC P&P. It is the responsibility of the Contractor to ensure that their subcontractor(s) are maintaining compliance.

**Stanislaus County Children and Families Commission:** (CFC), First 5 Stanislaus

**Stanislaus County Community Services Agency:** (CSA)