

**Adolescent Family Life Program (AFLP)
Scope of Work (SOW)
Fiscal Year(s):**

Exhibit A
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Agency Name:
Agreement Number:

1. Service Overview

The AFLP Agency agrees to provide to the California Department of Public Health (CDPH) the services described herein.

The AFLP focuses on the prevention of unplanned pregnancy, promotion of positive birth outcomes, improvement of the economic, health and social well being of adolescents, mothers and children. The AFLP Agency will define, coordinate and integrate systems of care; provide comprehensive case management services; and promote good health for mothers and children.

2. Service Location

The services shall be performed at various Agencies throughout California.

3. Service Hours

The services shall be provided during normal Agency working hours, excluding national holidays.

4. Project Representatives

The AFLP representatives and contacts during the term of this agreement will be:

California Department of Public Health Maternal, Child and Adolescent Health Division Program Allocations, Integrity and Support Branch Contract Manager: 1615 Capitol Avenue, MS 8305 PO Box 997420 Sacramento, CA 95899-7420 Telephone: Fax:	Agency Agency Name: Agency Contact: Agency Address: City, State, Zip: Telephone: Fax: Email:
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Either party may make changes to the information above by giving written notice to the other party. Said changes shall not require an amendment to this agreement.

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5. Allowable Informal SOW Changes

- A. The AFLP Agency or the State may propose informal changes or revisions to the activities, tasks, deliverables and/or performance time frames specified in the SOW provided such changes do not alter the overall goals and basic purpose of the agreement.
- B. Informal SOW changes may include the substitution of specified activities or tasks, alteration or substitution of agreement deliverables and modifications to anticipated completion/target dates.
- C. Informal SOW changes processed hereunder shall not require a formal agreement amendment, provided the AFLP Agency's annual budget does not increase or decrease as a result of the informal SOW change.
- D. Unless otherwise stipulated in this agreement, all informal SOW changes and revisions are subject to prior written approval by the State.
- E. In implementing this provision, the State may provide a format for the Agency's use to request informal SOW changes. If no format is provided by the State, the Agency may devise its own format for this purpose.

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6. Performance Requirements

- A. In accordance with AFLP Standards, AFLP Agency will provide, at a minimum, the following case management Months of Service (MOS) to eligible adolescents and their children who are not enrolled in Cal-Learn for fiscal year(s):

_____ AFLP MOS for the budget period of 07/01/10 through 06/30/11

If this SOW is for multiple years, please list additional years below:

- B. For each fiscal year of the contract period, the Agency shall submit the deliverables identified below. With the exception of the Management Information System (MIS) Data, the LodeStar program, all deliverables shall be submitted to the Maternal, Child and Adolescent Health (MCAH) Division in accordance with the AFLP Policies and Procedures Manual and postmarked no later than the due date. The LodeStar Data shall be submitted to the current MIS contractor by the date specified below.

Deliverables for each FY

Due Date for each FY

1) Annual Progress Report and Form 5	Aug. 15
2) MOS Quarterly Report and Form 4 (Quarterly Report Cover Sheet)	Oct. 31, Jan. 31, Apr. 30, July 31
3) Caseload Analysis Quarterly Report and Form 4	Oct. 31, Jan. 31, Apr. 30, July 31
4) Form 6 (Quarterly)	Oct. 31, Jan. 31, Apr. 30, July 31
5) MIS Data (content of previous month)	10 th of each month for CD or diskettes 7 th and/or 17 th of each month for electronic submission

7. See the following pages for a detailed description of the services to be performed.

AFLP SOW

Fiscal Year(s):

Goal 1: Define, coordinate and integrate systems of care that support and assist pregnant and parenting adolescents and their children.

Major Objectives	Major Functions, Tasks and Activities	Timeline	Performance Measures and/or Deliverables
1. AFLP Agency will establish and/or actively participate in local collaboratives designed to establish, sustain, and enhance comprehensive systems of care for children, adolescents and their families.	1.1 AFLP Agency will participate in the development and integration of local and state initiatives that promote a seamless system of care for children and adolescents whenever possible.	Ongoing	1.1.1 Describe in Annual Progress Report*, Agency involvement and efforts at the system level to develop and integrate these initiatives during the reporting period.
	1.2 AFLP Agency will establish formal and/or informal agreements with local MCAH and other State and local agencies to develop and maintain non-duplicative, comprehensive systems of care that facilitate service delivery.	Ongoing	1.2.1 Describe any formal memorandums of understanding (MOU), interagency agreements (IA), or informal agreements that were established or renewed this fiscal year with programs that provide similar services and/or serve the same target population. Maintain documents to support MOUs and IAs in Agency files. 1.2.2 Documentation will be included in the Annual Progress Report* with details maintained in Agency files.
2. In accordance with the AFLP Standards, the AFLP Agency will collaborate with a network of local service providers to assure that appropriate and necessary community services are available to clients.	2.1 Program director or designee will participate in collaborative, community network activities that address the comprehensive needs and services of pregnant and parenting adolescents and their children.	Quarterly, at a minimum	2.1.1 Maintain network coordination documentation, summaries, and/or minutes of meetings attended in AFLP Agency files. Describe network activities in Annual Progress Report.

* Refer to Performance Requirements on Page 3 for specific timelines.

AFLP SOW
Fiscal Year(s):

Goal 1: Define, coordinate and integrate systems of care that support and assist pregnant and parenting adolescents and their children.

Major Objectives	Major Functions, Tasks and Activities	Timeline	Performance Measures and/or Deliverables
	2.2 Program director or designee will identify and promote provider collaboration and participation to expand local community services.	Ongoing	<p>2.2.1 Describe in the Annual Progress Report* on-going and/or new agency activities to engage service providers.</p> <p>2.2.2 Identify changes in the Annual Progress Report* for any providers newly added and/or lost to the service network since the last reporting period. Describe the impact of the changes on the AFLP population.</p>
	2.3 AFLP Agency will identify and promote the availability, accessibility, and cultural appropriateness of adolescent services and resources.	Ongoing	2.3.1 Describe in the Annual Progress Report* the availability, accessibility and cultural appropriateness of community services for clients.
	2.4 Program director or designee will work with existing providers to address service gaps, barriers and service quality.	Ongoing	2.4.1 Describe in the Annual Progress Report* agency activities that address gaps, barriers and/or positive improvements to community services for clients.

* Refer to Performance Requirements on Page 3 for specific timelines.

AFLP SOW

Fiscal Year(s):

Goal 2: Enhance the health, educational achievement, economic, personal and societal integration and independence of pregnant and parenting adolescents through case management.

Major Objectives	Major Functions, Tasks and Activities	Time Line	Performance Measures and/or Deliverables
1. In accordance with AFLP Standards, AFLP Agency will provide the MOS as specified under Performance Requirements to eligible adolescents and their children who are not enrolled in Cal-Learn.	1.1 AFLP Agency will conduct activities necessary to ensure that appropriate and eligible clients are referred to the program, and enrolled or appropriately placed on a waiting list.	Ongoing	1.1.1 Maintain documentation of outreach activities in agency files and summarize in Annual Progress Report*.
	1.2 AFLP Agency will maintain policies and criteria for program admission that incorporate weighted risk factors, in addition to standardized entry criteria.	Annually	1.2.1 Submit Form 5 with the Annual Progress Report to the MCAH Division.
	1.3 AFLP clients and their children will be assigned a primary case manager who will provide comprehensive case management services tailored to the clients' specific needs and priorities. Case management includes, but is not limited to: <ul style="list-style-type: none"> • Intake • Completion of the Comprehensive Baseline Assessment (CBA) elements • Ongoing assessment of client needs, priorities, and resources • Annual comprehensive reassessment, at a minimum • Development, implementation, monitoring, and revision of the ISP with the client at least quarterly and as needed • Advocacy on behalf of client 	Ongoing	1.3.1 Case managers will maintain individual client records that include: <ul style="list-style-type: none"> • Current signed and dated Consent Forms • Completed Release of Information Forms, as needed, that include agency name, purpose, and time limit for sharing records • Intake information • Completion of the CBA and Reassessment as specified in the AFLP Policies and Procedures Manual, and periodic updates • Individual Service Plan (ISP) and updates • Referral documentation • Case notes and summaries signed and dated • Case conference documentation • Exit summary

* Refer to Performance Requirements on Page 3 for specific timelines.

AFLP SOW

Fiscal Year(s):

Goal 2: Enhance the health, educational achievement, economic, personal and societal integration and independence of pregnant and parenting adolescents through case management.

Major Objectives	Major Functions, Tasks and Activities	Time Line	Performance Measures and/or Deliverables
2. AFLP Agency will maintain and utilize an updated program Standards Implementation Document (SID) that incorporates the AFLP Standards and AFLP Policies and Procedures.	<ul style="list-style-type: none"> Monthly client contact Quarterly client contact in the home 		
	1.4 AFLP Agency will utilize the State supported MIS Data** to track client count and calculate MOS.	Quarterly	1.4.1 AFLP Agency will submit the Caseload Analysis Report*, MOS Report*, and Form 4* to MCAH.
	1.5 AFLP Agency will collect and input data elements contained in the State supported MIS Data** each month to ensure that all current activity is reflected in the data sent to the MCAH Division or designee.	Monthly	1.5.1 AFLP Agency to submit MIS Data** to the MCAH Division or designee.
	2.1 AFLP Agency will maintain and revise program SID as needed to reflect the current operating practices of the program as changes occur.	Annually	2.1.1 Submit Form 5 with the Annual Progress Report to the MCAH Division.
	2.2 The SID will be made available to staff at all program sites.	Ongoing	2.2.1 A current/updated version of the SID* will be available at every program site.
	2.3 All staff will be oriented to the SID, its location and use.	Ongoing	2.3.1 AFLP Agency will maintain documentation of staff orientation to the SID and all staff will be familiar with its location and content.

* Refer to Performance Requirements on Page 3 for specific timelines.

** State supported MIS Data is currently "LodeStar". Agency will not be held financially liable for modifications of AFLP MIS that result in increased and/or uncompensated agency costs.

AFLP SOW
Fiscal Year(s):

Goal 2: Enhance the health, educational achievement, economic, personal and societal integration and independence of pregnant and parenting adolescents through case management.

Major Objectives	Major Functions, Tasks and Activities	Time Line	Performance Measures and/or Deliverables
3. AFLP Agency will maintain sufficient staff to administer the program and provide case management services in accordance with AFLP Standards and AFLP Policies and Procedures.	3.1 AFLP Agency will maintain an updated personnel list, including name, position, and total FTE percent for each staff member on the AFLP budget. For AFLP staff also providing case management in Cal-Learn, the list will include total FTE percent for each program.	Quarterly	3.1.1 AFLP Agency will submit to MCAH Form 6 containing Personnel and FTE List* for all staff employed during the report period, and maintain a copy in agency files.
	3.2 AFLP Agency will notify the MCAH Division Program Consultant and Contract Manager of personnel vacancies.	Quarterly	3.2.1 Personnel vacancies and new hires that occurred during the report period will be reflected on Form 6* and submitted to the MCAH Division.
		Annually	3.2.2 Describe the impact of personnel changes in the Annual Progress Report.
	3.3 Upon resignation or change in the AFLP Director, AFLP Agency will notify MCAH Division and submit a plan for the interim oversight of the program.	Ongoing	3.3.1 AFLP Agency will submit their plan to the MCAH Division within two weeks of notification of change to the project director position.
	3.4 A written request for approval of the interim and/or permanent program director, along with the applicant's resume/curriculum vitae, will be submitted to MCAH Division prior to appointment of the program director.	Ongoing	3.4.1 Written documentation of MCAH Division approval of the interim and/or permanent program director must be received by State MCAH Division prior to appointment, and correspondence maintained in agency file.
	3.5 AFLP Agency will maintain a monthly case manager ratio of no more than 50 clients per FTE case manager. This consists of all clients (open, new and exited clients) on the caseload	Quarterly	3.5.1 AFLP Agency will submit the Caseload Analysis Report*, MOS Report*, and Form 4* to MCAH Division. The reports will include current aggregate FTEs for current AFLP case manager

* Refer to Performance Requirements on Page 3 for specific timelines.

AFLP SOW
Fiscal Year(s):

Goal 2: Enhance the health, educational achievement, economic, personal and societal integration and independence of pregnant and parenting adolescents through case management.

Major Objectives	Major Functions, Tasks and Activities	Time Line	Performance Measures and/or Deliverables
4. AFLP Agency will maintain qualified staff to administer the program and provide case management services in accordance with AFLP Standards and Policies and Procedures.	throughout the month. This limit includes all clients served by the case manager, i.e. Cal-Learn.		positions, including aggregate caseload count.
	3.6 AFLP Agency will designate a non-case management staff person to routinely enter required program data into the AFLP MIS. ***	Ongoing	3.6.1 AFLP Agency will complete data entry during the month the data was collected and submit to MCAH Division or designee by the 7th day of the following month unless otherwise specified.
	4.1 AFLP Agency will maintain written policies that include, at a minimum, a specific duty statement for each position listed on the AFLP budget; procedures for orientation of staff to AFLP Standards; and provision for job-related training and technical assistance (TA).	Ongoing	4.1.1 AFLP Agency will maintain written standards, policies and procedures, duty statements, orientation activities and staff training on file. 4.1.2 New positions and/or revisions in duty statements will be submitted for MCAH Division approval prior to the position being included on the AFLP budget.
	4.2 AFLP Agency will provide each employee with a duty statement and orientation. Appropriate and ongoing supervision and technical assistance will be provided.	Ongoing	4.2.1 AFLP Agency will maintain documentation of orientation, supervision, and technical assistance provided by agency to each AFLP staff member.
	4.3 AFLP Agency will identify training and TA needs of AFLP staff.	Ongoing, at a minimum annually	4.3.1 AFLP Agency will identify needs and requests for training and TA for AFLP staff in the Annual Progress Reports* and maintain copy in agency files.

* Refer to Performance Requirements on Page 3 for specific timelines.

*** Does not apply to Agencies with 1000 allocated MOS or less per fiscal year.

AFLP SOW
Fiscal Year(s):

Goal 2: Enhance the health, educational achievement, economic, personal and societal integration and independence of pregnant and parenting adolescents through case management.

Major Objectives	Major Functions, Tasks and Activities	Time Line	Performance Measures and/or Deliverables
	4.4 AFLP Agency will provide and/or obtain job related training and TA for AFLP staff as needed.	Ongoing, at a minimum annually,	4.4.1 Training and TA provided to AFLP staff will be maintained in agency files and reported in the Annual Progress Report*.
	4.5 AFLP Agency will develop and implement Quality Assurance (QA) activities consistent with the AFLP Policies and Procedures.	Ongoing	4.5.1 AFLP Agency will document QA process in SID and maintain documentation of QA in agency files.
	4.6 AFLP Director will participate in required statewide AFLP Directors meetings and State sponsored trainings; and, if funding available, regional meetings.	Ongoing	4.6.1 Attendance at State sponsored meetings and/or trainings will be documented by training attendance sheets maintained by the State.

* Refer to Performance Requirements on Page 3 for specific timelines.

AFLP Scope of Work Fiscal Year(s)

Goal 3: To promote implementation of the State MCAH 5-Year Plan and attainment of its goals and objectives as specified in the California MCAH Priorities (see last page of this document).

Major Objectives	Major Functions, Tasks and Activities	Time Line	Performance Measures and/or Deliverables
1. Promote primary and preventive health care utilization by pregnant and parenting adolescents and their children.	1.1. As determined by the needs of the client, case manager activities will focus on, but are not limited to, the following: Prevention of: <ul style="list-style-type: none"> • Poor Perinatal Outcomes (e.g. Low Birth Weight, Birth Defects, Infant Mortality, Maternal Mortality) • Sexually Transmitted Infections • Unplanned Repeat Pregnancy • HIV/AIDS • Substance Abuse (Alcohol, Drugs, Tobacco, including children's exposure to second hand smoke) • Violence • Injury (Intentional/Unintentional) Promotion of: <ul style="list-style-type: none"> • Breastfeeding • General Health • Exercise and Good Nutrition • Family Planning • Early and Consistent Prenatal Care • Well-child care • Age-appropriate Immunizations • School Attendance, when appropriate • Educational Achievement • Healthy Lifestyle Choices • Healthy Parent-Child and Peer Relationships 	Ongoing	1.1.1 Health education, counseling, referral and/or participation in prevention/health promotion activities will be documented in the client chart and described in the Annual Progress Report*.

* Refer to Performance Requirements on Page 3 for specific timelines.

AFLP Scope of Work Fiscal Year(s)

Goal 3: To promote implementation of the State MCAH 5-Year Plan and attainment of its goals and objectives as specified in the California MCAH Priorities (see last page of this document).

Major Objectives	Major Functions, Tasks and Activities	Time Line	Performance Measures and/or Deliverables
	1.2 Case managers will monitor and collect immunization status information of adolescents and index children and promote and record age appropriate immunizations based on the current State Immunization Program Guidelines.	Ongoing	1.2.1 Submit immunization information to MCAH Division or designee via the AFLP MIS ** and record information in client chart.
	1.3 Case managers will assist in identifying and accessing a primary health care provider for each client and her/his children. Lack of access to an identified provider or inability to identify a provider will be documented.	Ongoing	1.3.1 Primary health care provider or identified barrier to care will be documented in client's chart.
	1.4 AFLP Agency will collect State specified adolescent health data.	Ongoing	1.4.1 Submit to MCAH Division or designee via the MIS Data** as requested.
	1.5 Case managers will assure that all the elements of the CBA are completed and clients' comprehensive needs are reassessed annually.	Ongoing	1.5.1 Assessments will be documented in client charts.

** State supported MIS Data is currently "LodeStar". Agency will not be held financially liable for modifications of AFLP MIS that result in increased and/or uncompensated agency costs.

AFLP Scope of Work Fiscal Year(s)

California MCAH Division Priorities: 2006 - 2010

1. Enhance preconception care and eliminate disparities in infant and maternal morbidity and mortality.
2. Promote healthy lifestyle practices among MCAH populations and reduce the percentage of overweight children and adolescents.
3. Promote responsible sexual behavior to decrease the rate of teen pregnancy and sexually transmitted infections.
4. Improve mental health and decrease substance use among children, adolescents and pregnant or parenting women.
5. Improve access to care and quality of health and dental services, including the reduction of disparities.
6. Decrease unintentional and intentional injuries and violence, including community, family, and intimate partner violence.
7. Increase breastfeeding initiation and duration.